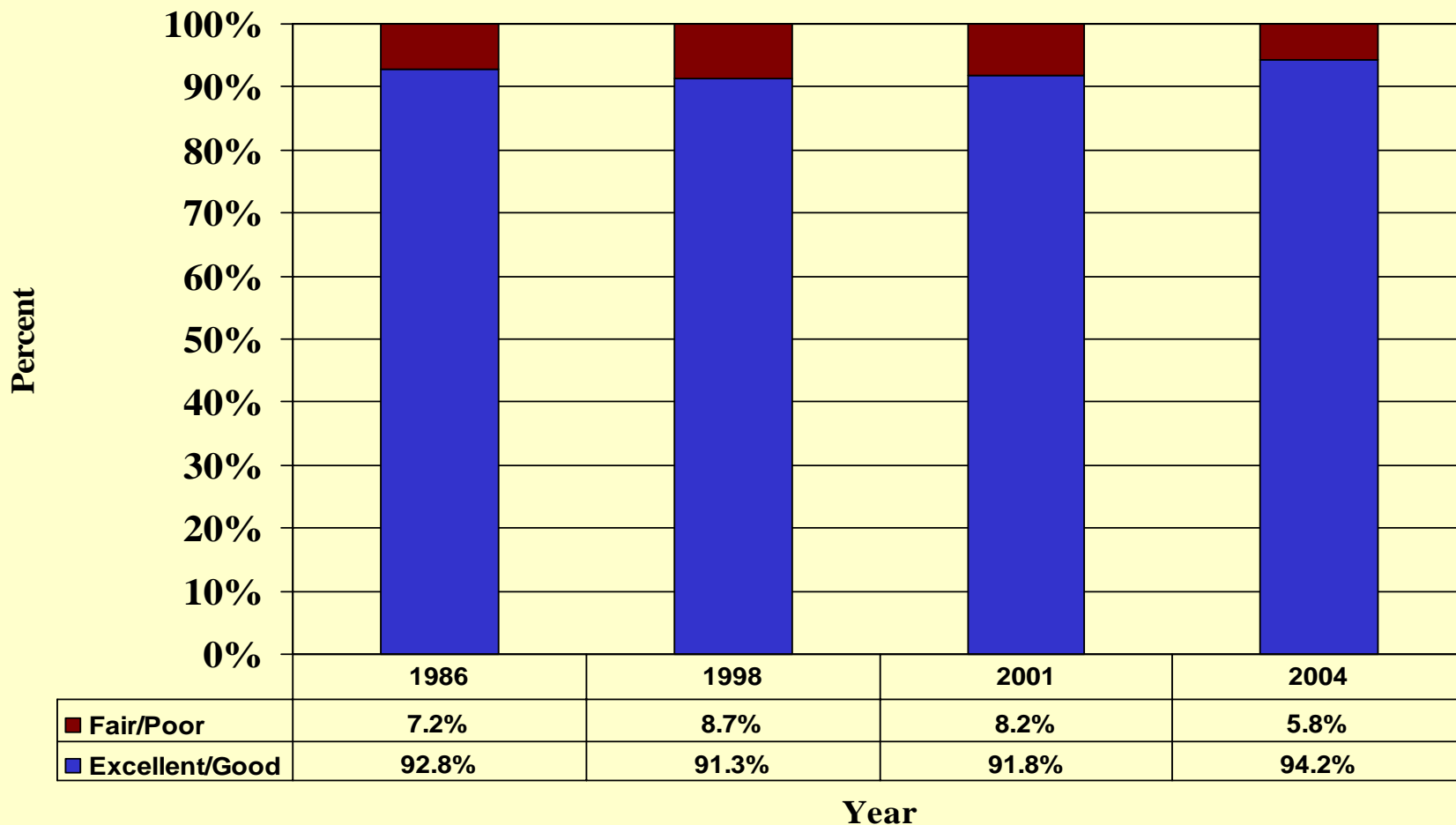




# 2004 Chesterfield County Citizen Survey Results

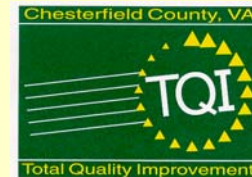


## 1. How would you rate the overall "Quality of Life" in Chesterfield County?

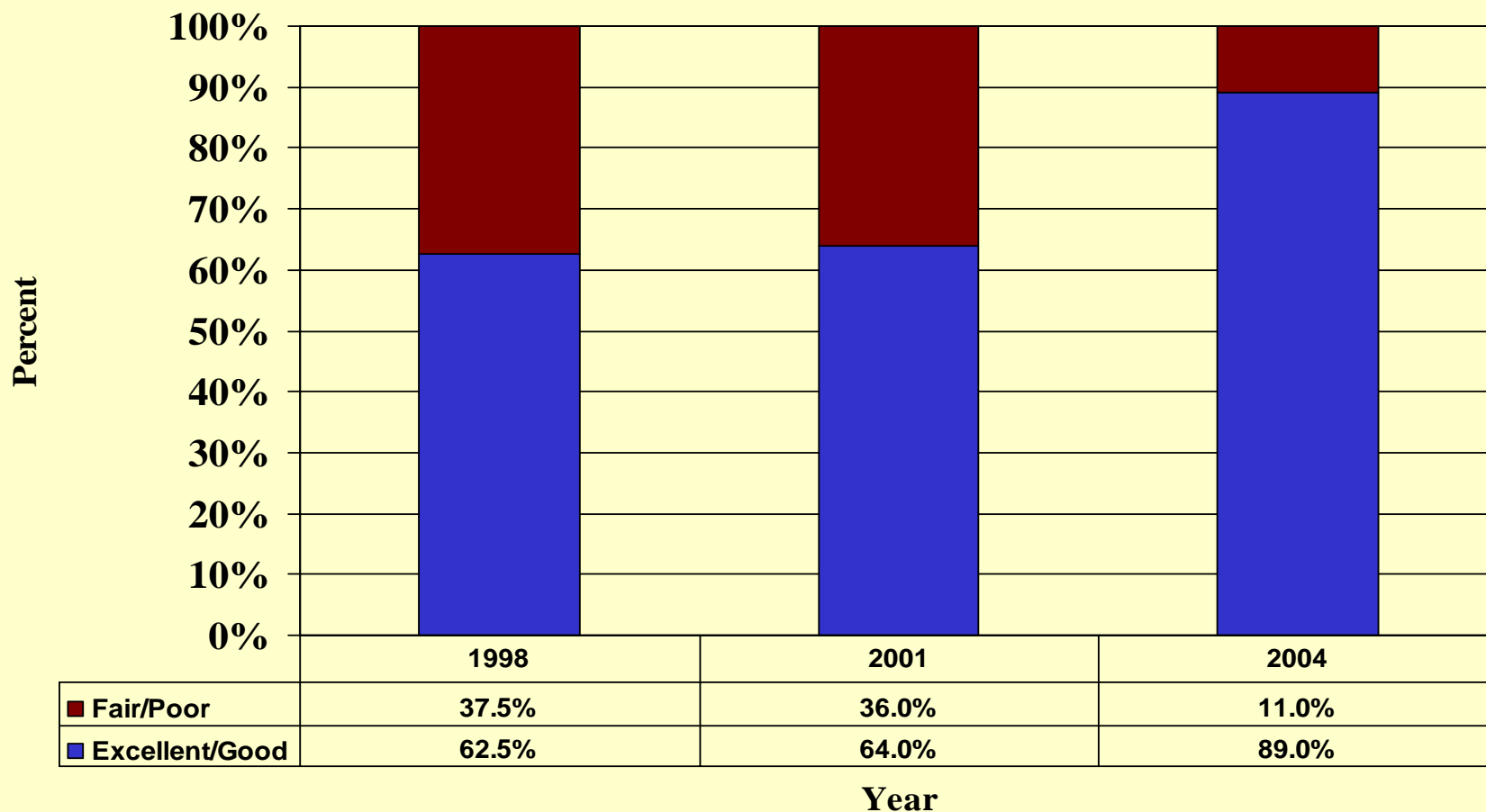




# 2004 Chesterfield County Citizen Survey Results



## 2. How would you rate Chesterfield County as a place to live compared to other counties or cities you have lived?

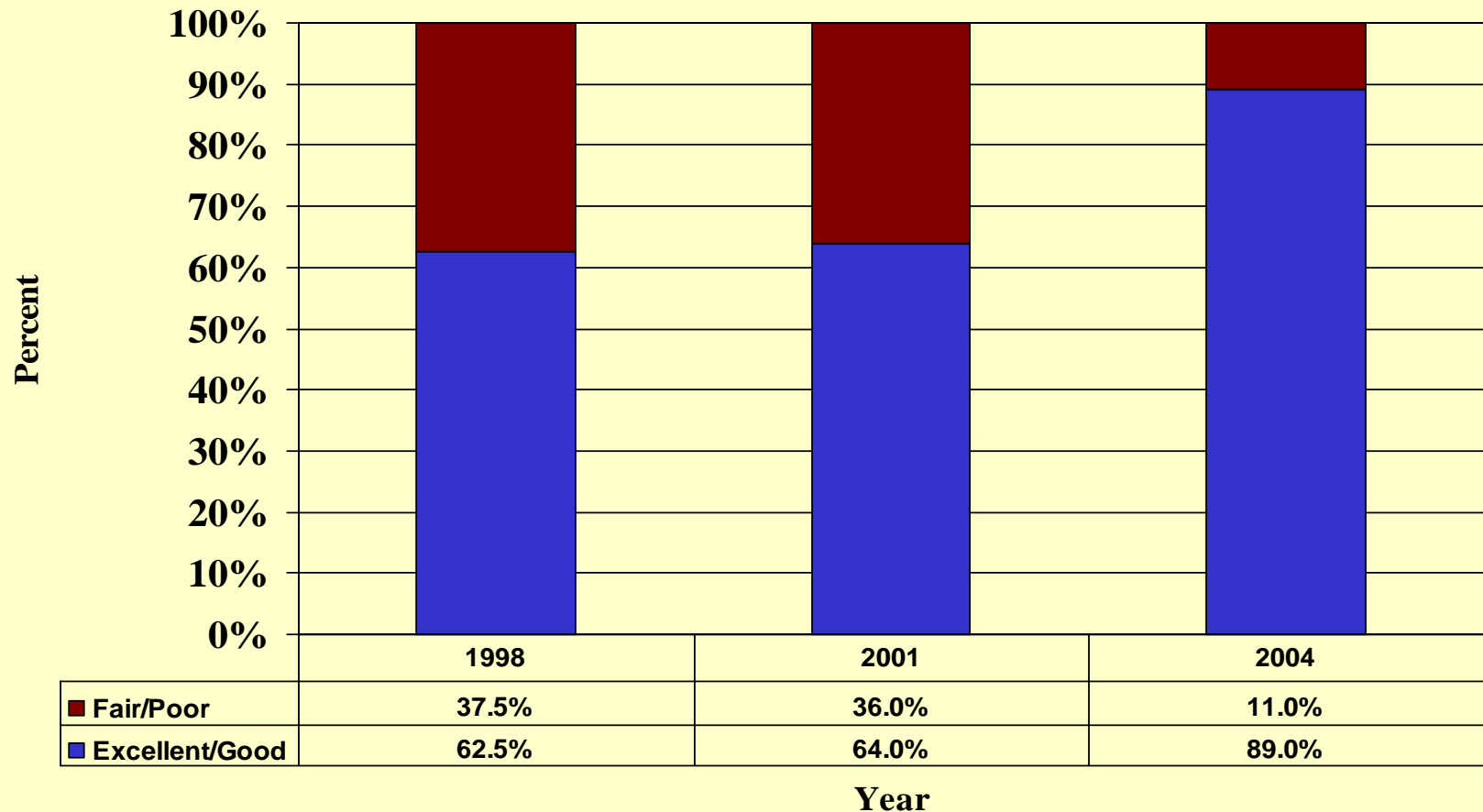




# 2004 Chesterfield County Citizen Survey Results



## 3. How satisfied are you with the overall cleanliness and appearance of the county?

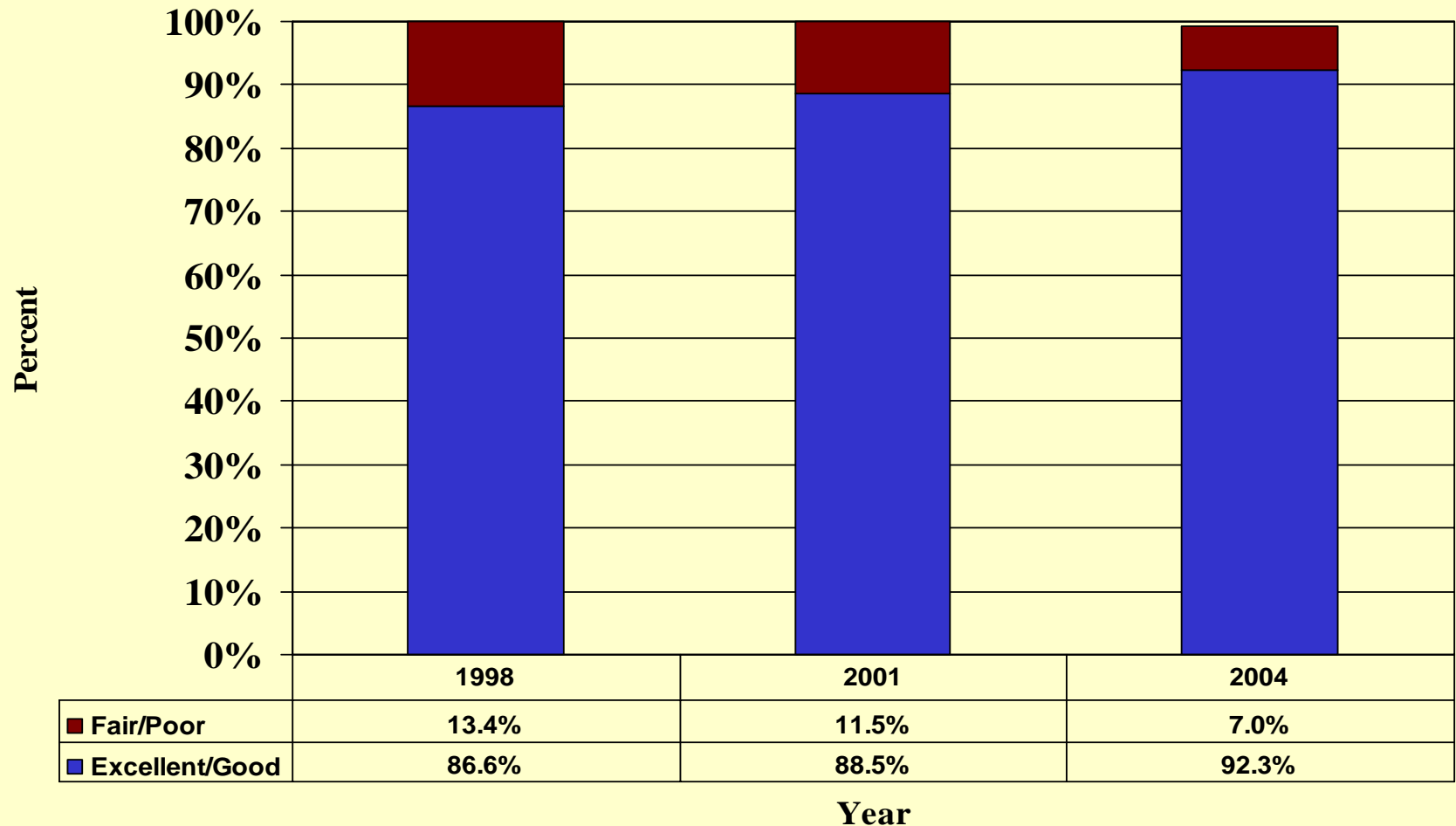




# 2004 Chesterfield County Citizen Survey Results

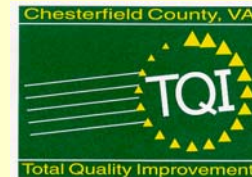


## 4. How would you rate Chesterfield as a place to raise children?

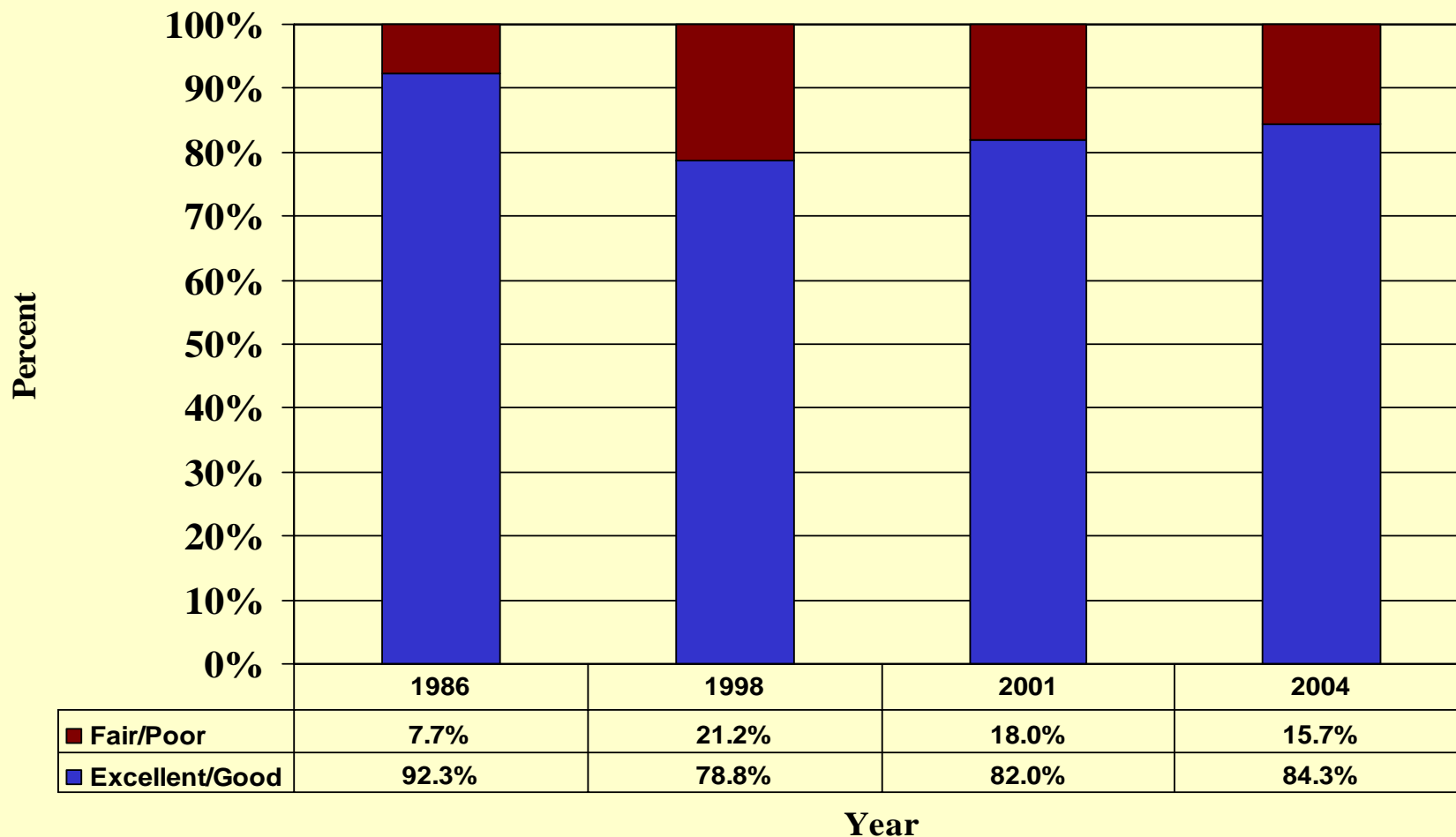




# 2004 Chesterfield County Citizen Survey Results



## 5. How would you rate the education provided by the public school system?

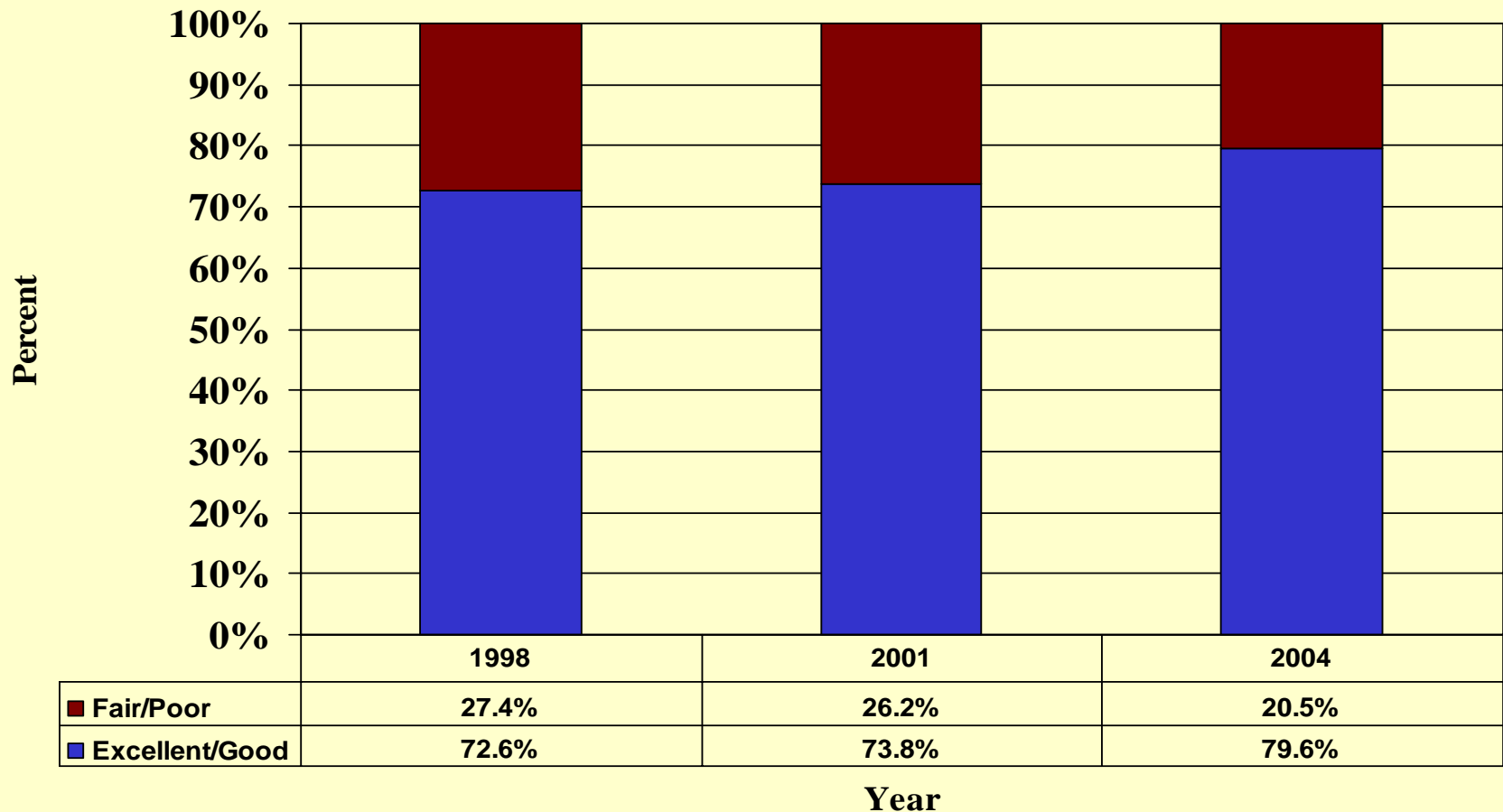




# 2004 Chesterfield County Citizen Survey Results

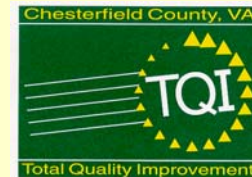


6. How would you rate the development, promotion, and maintenance of historic resources?

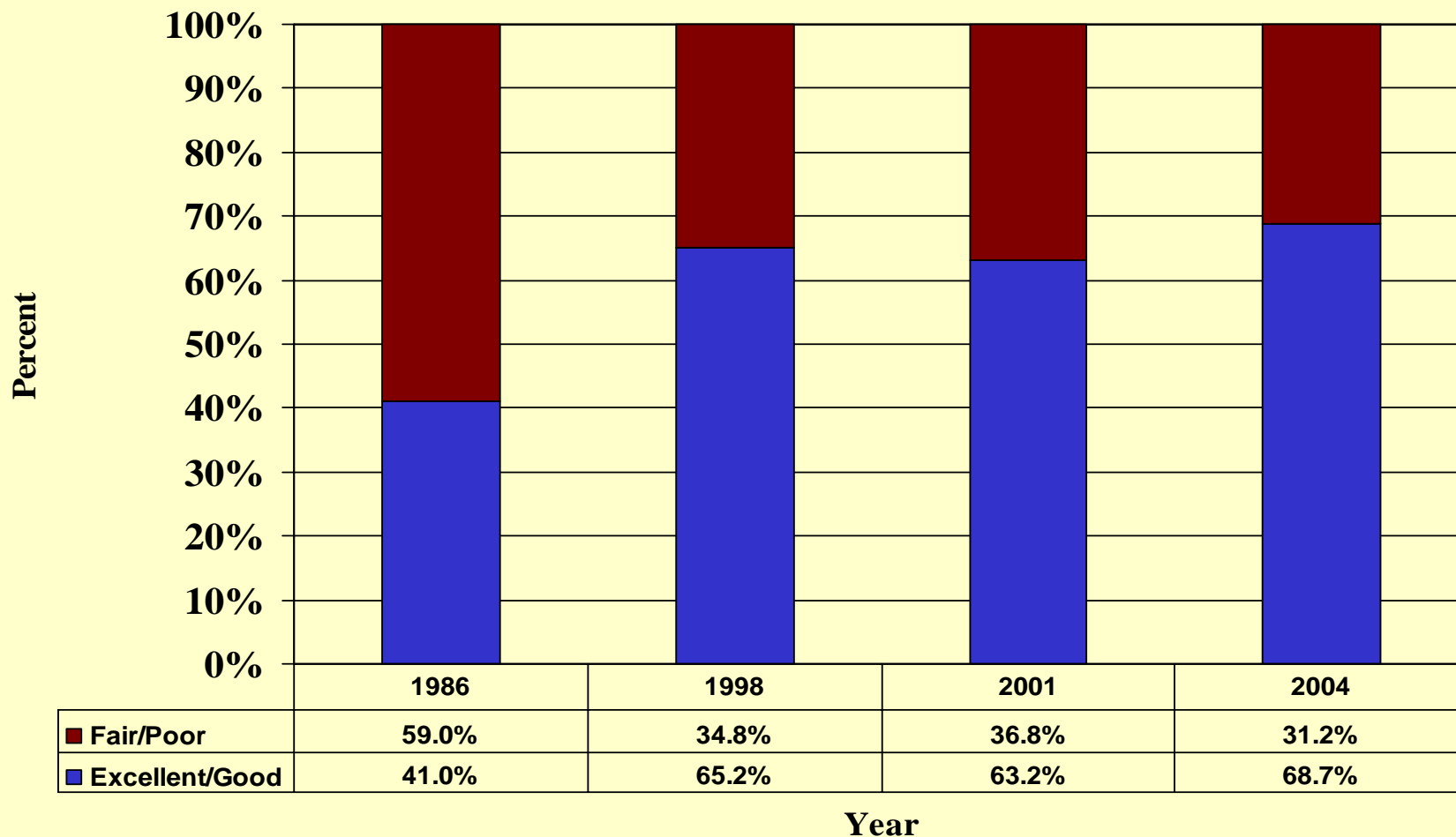




# 2004 Chesterfield County Citizen Survey Results

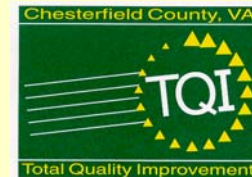


## 7. How would you rate the preservation and protection of the environment?

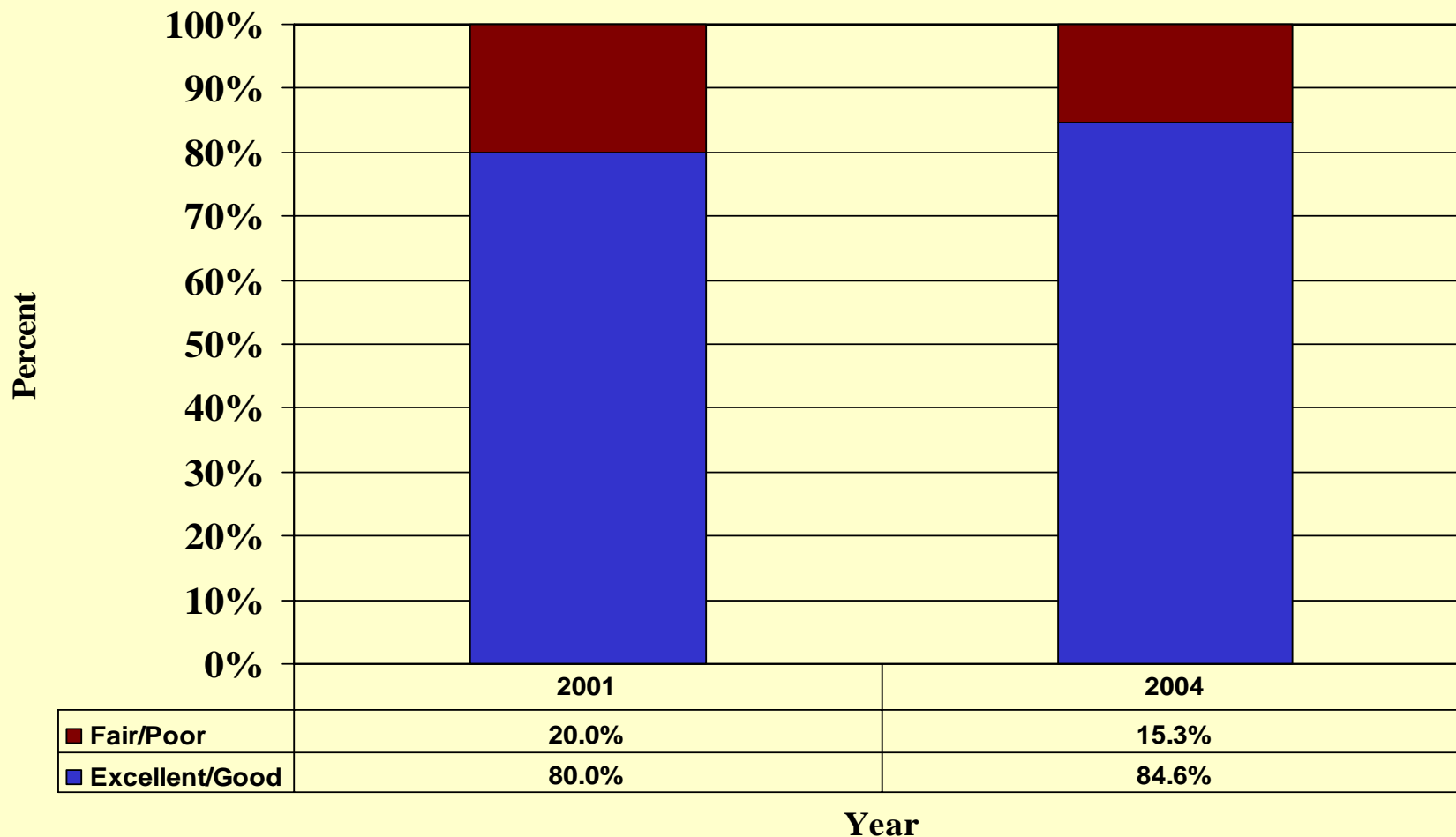




# 2004 Chesterfield County Citizen Survey Results



## 8. How would you rate medical and health services (both Public & Private)?



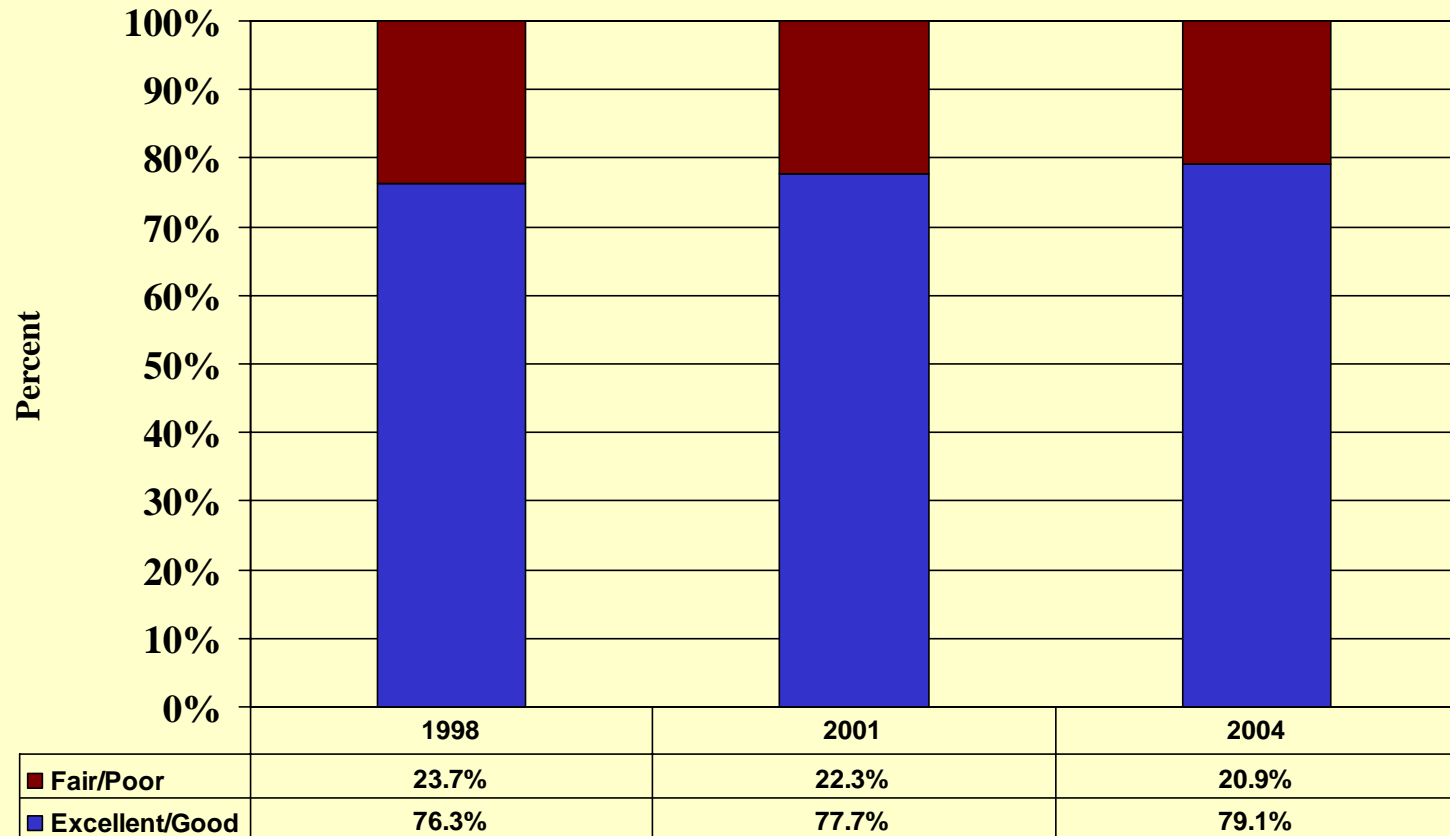




# 2004 Chesterfield County Citizen Survey Results



9. How would you rate the variety of services provided by the county?

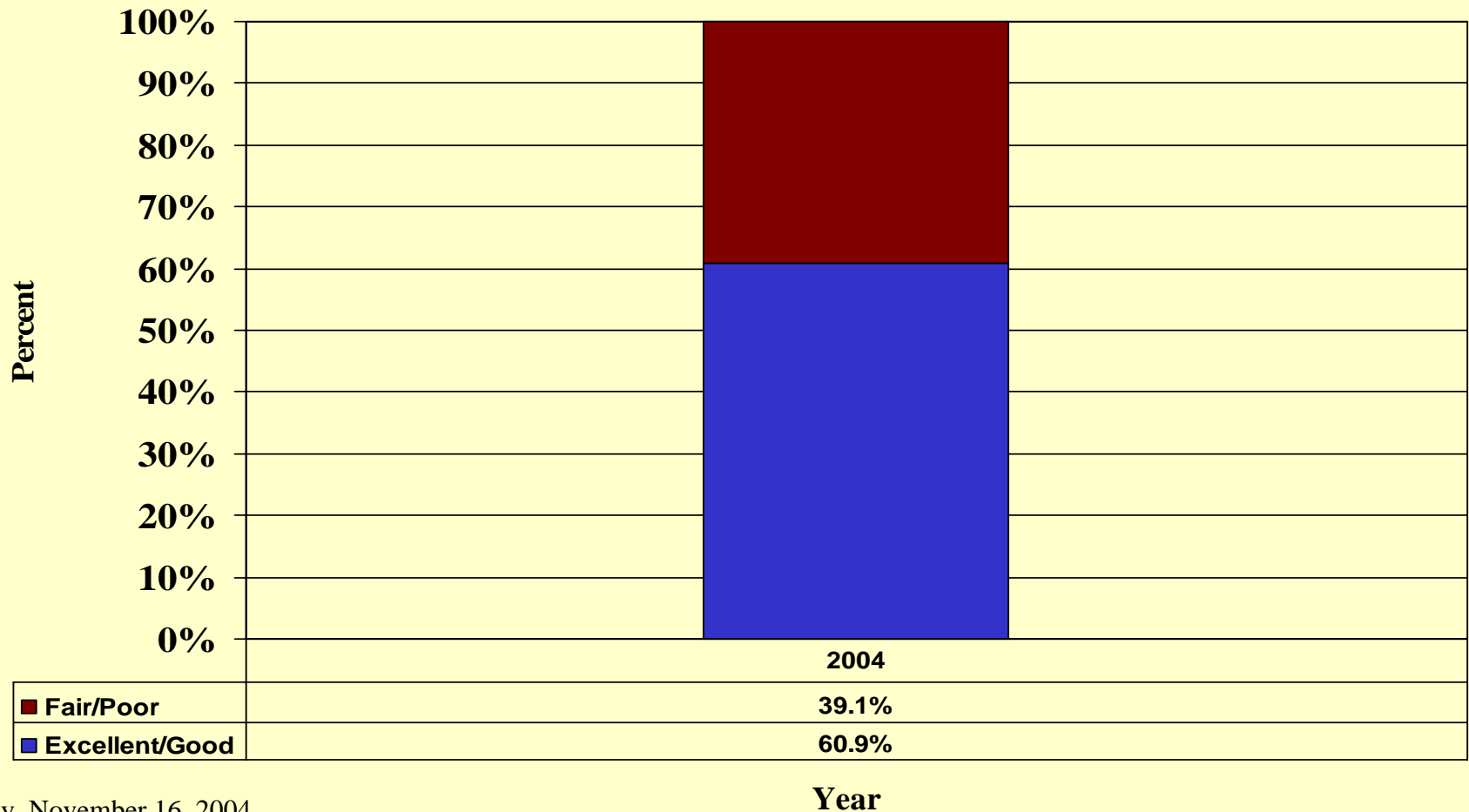




# 2004 Chesterfield County Citizen Survey Results



## 10. How would you rate your access to the Board of Supervisors?

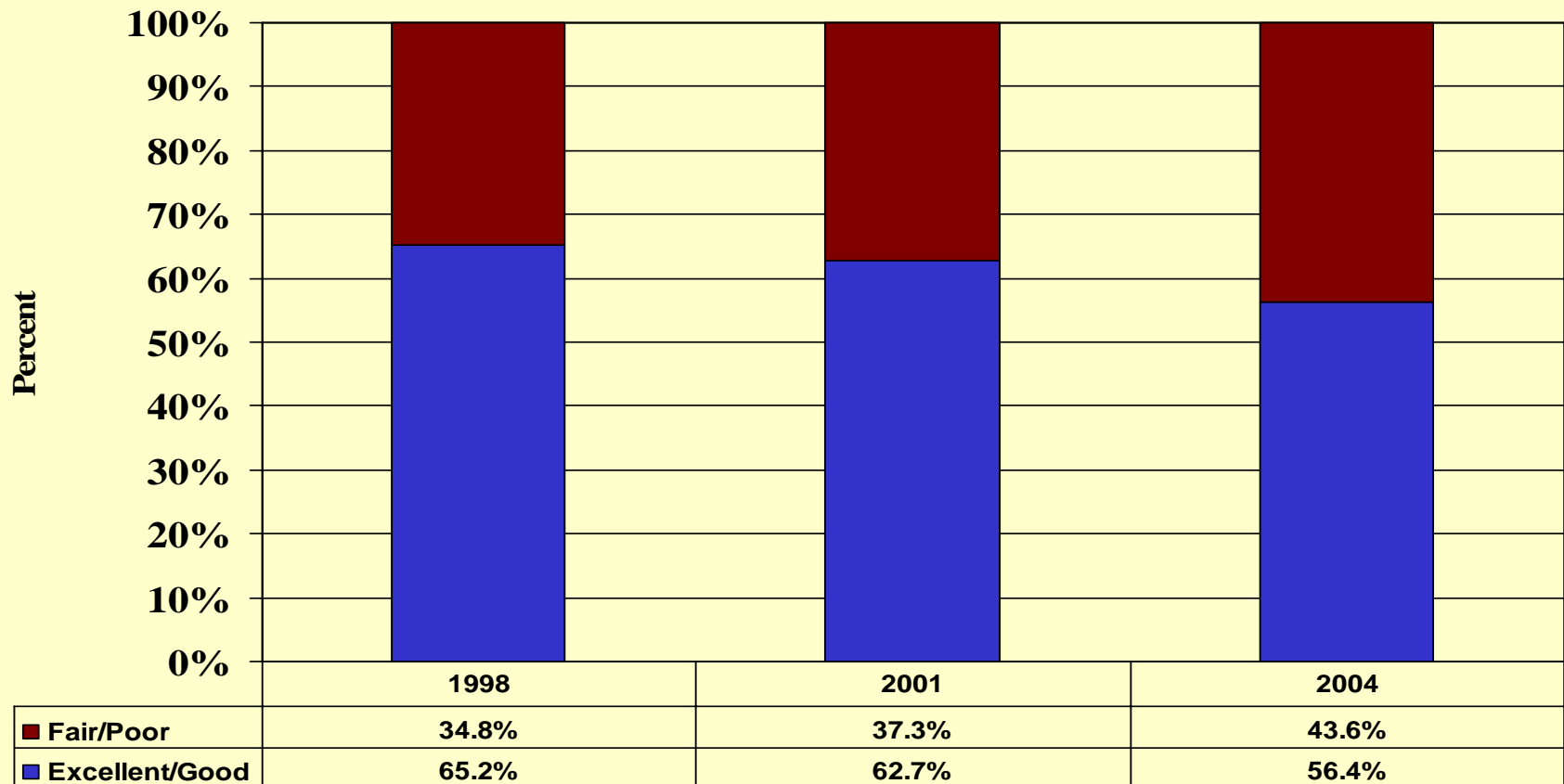




# 2004 Chesterfield County Citizen Survey Results

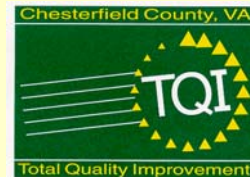


## 11. Ability to easily contact elected county officials?

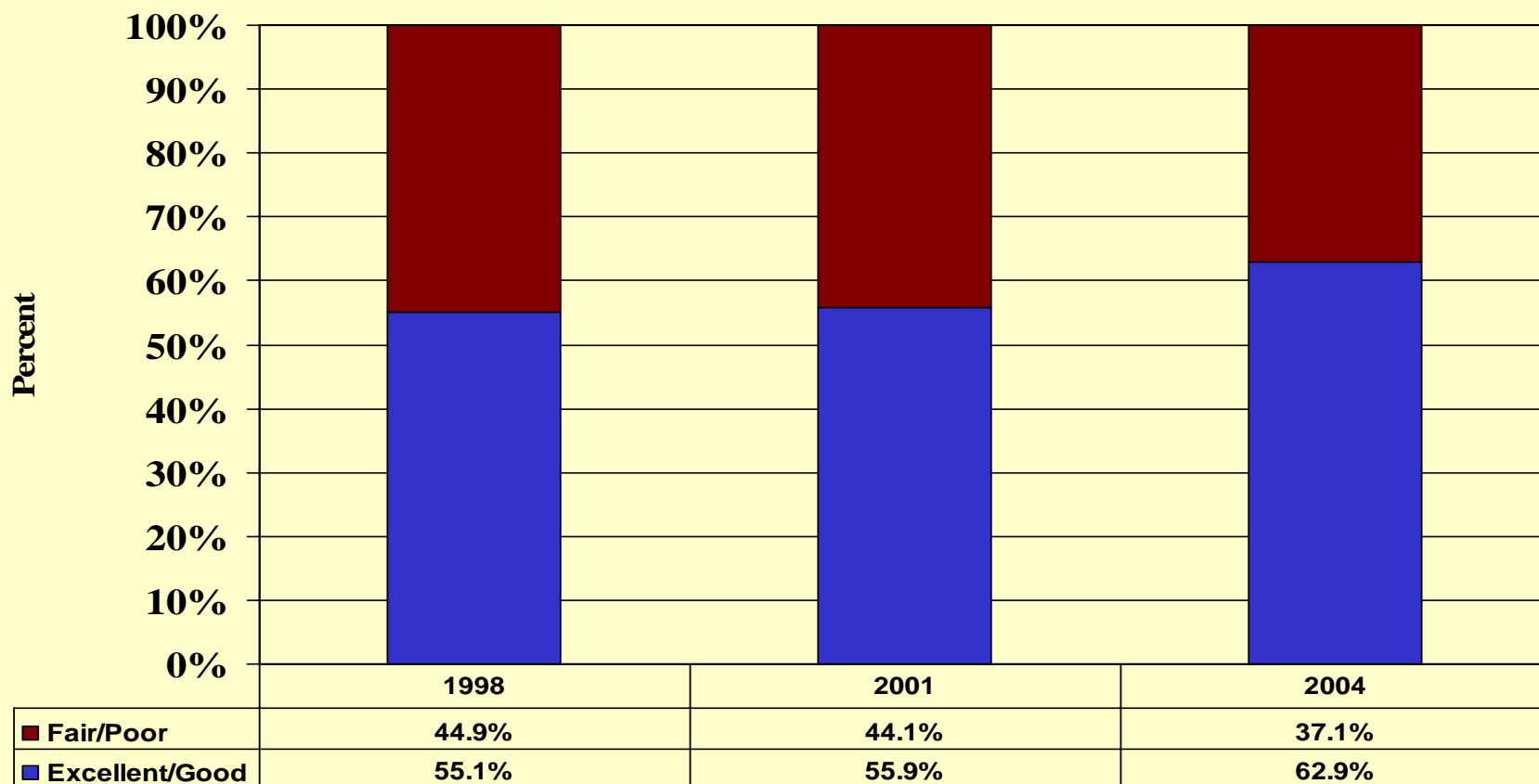




# 2004 Chesterfield County Citizen Survey Results

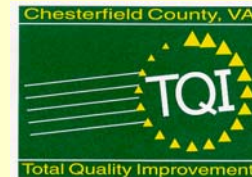


## 12. How would you rate management of the county?

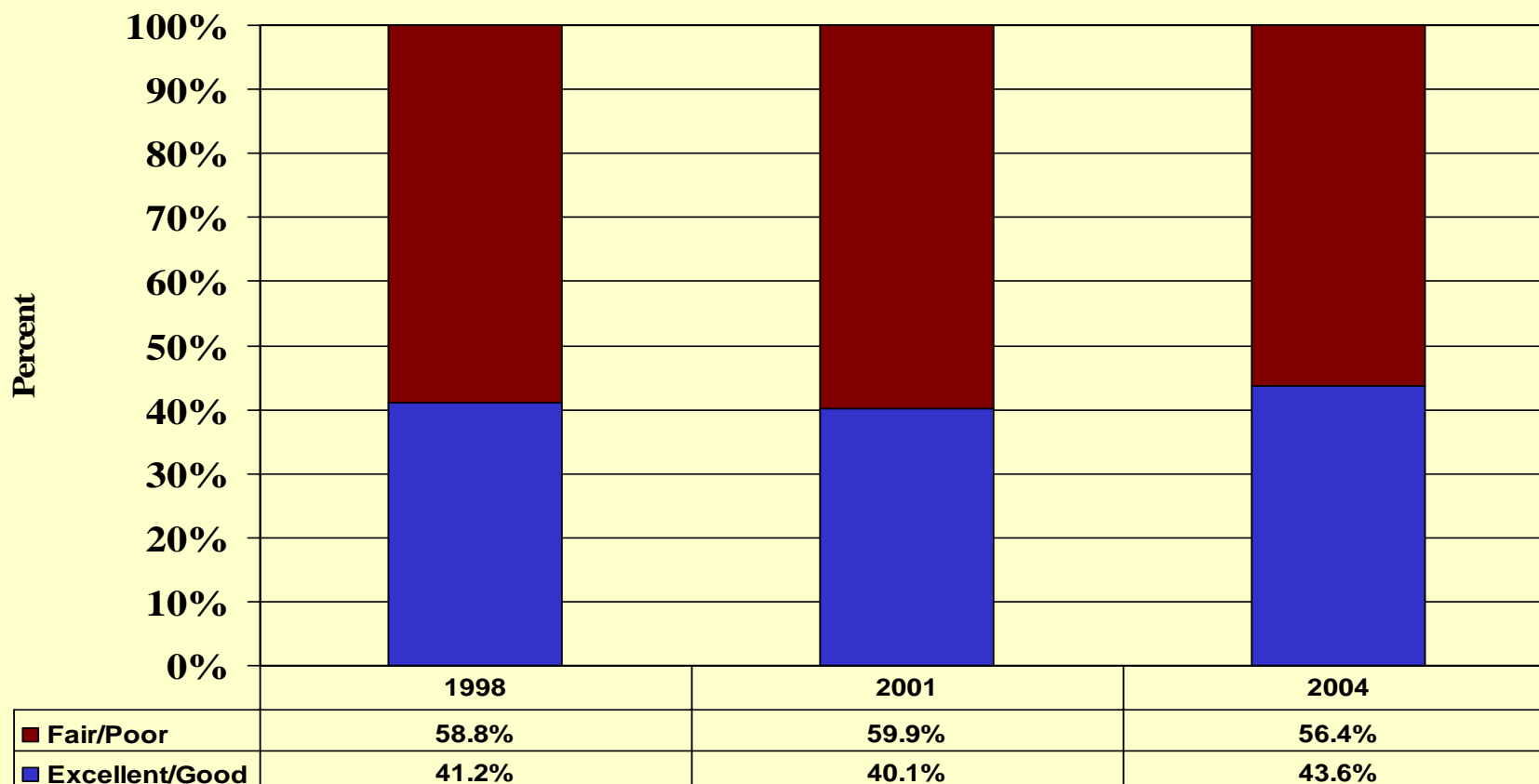




# 2004 Chesterfield County Citizen Survey Results



## 13. Attitude on getting citizens' views and opinions before making major decisions that affect the county?

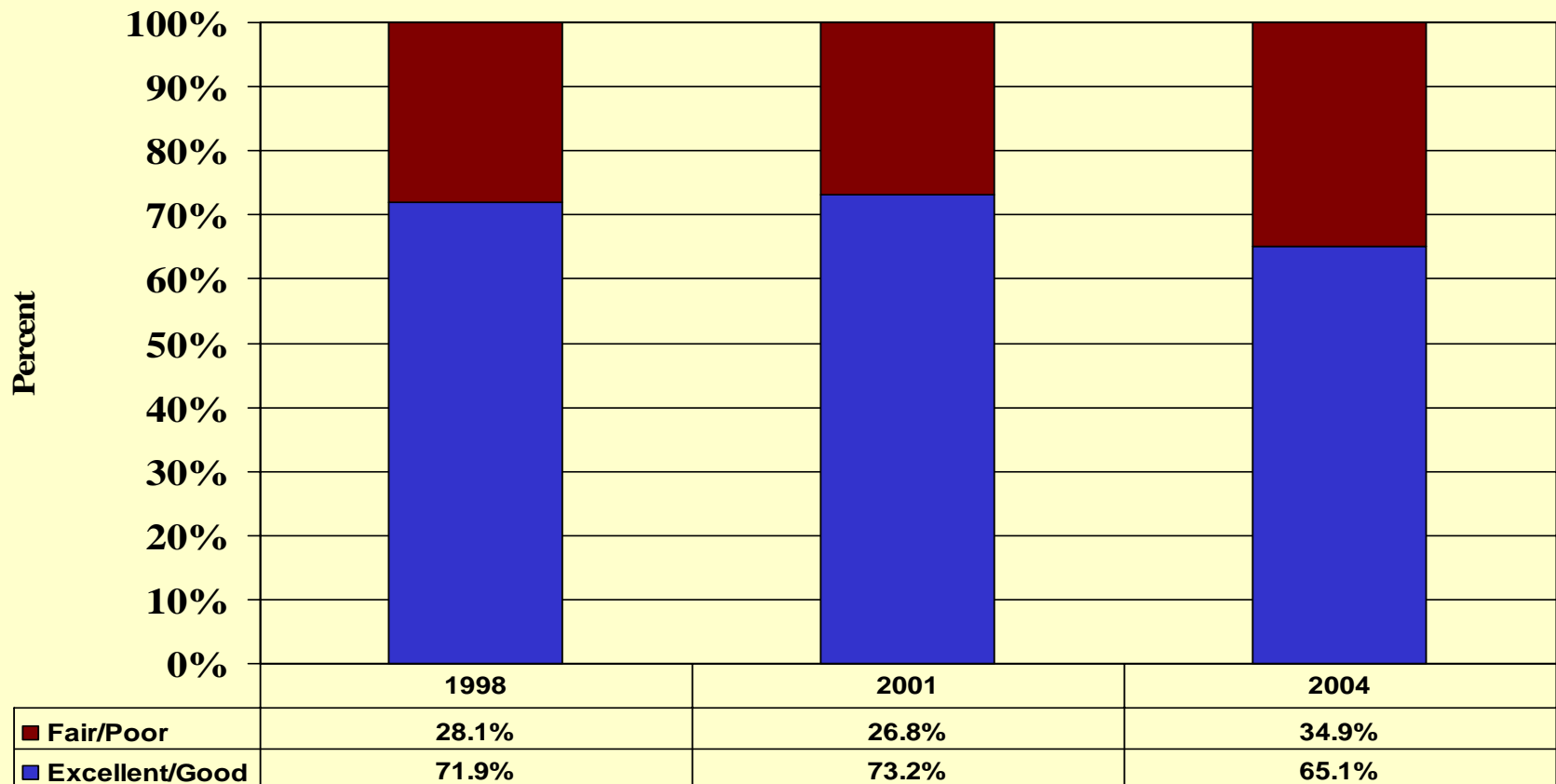




# 2004 Chesterfield County Citizen Survey Results

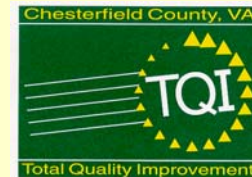


**14. How would you rate the Chesterfield County government in regard to providing convenient ways to use county services?**

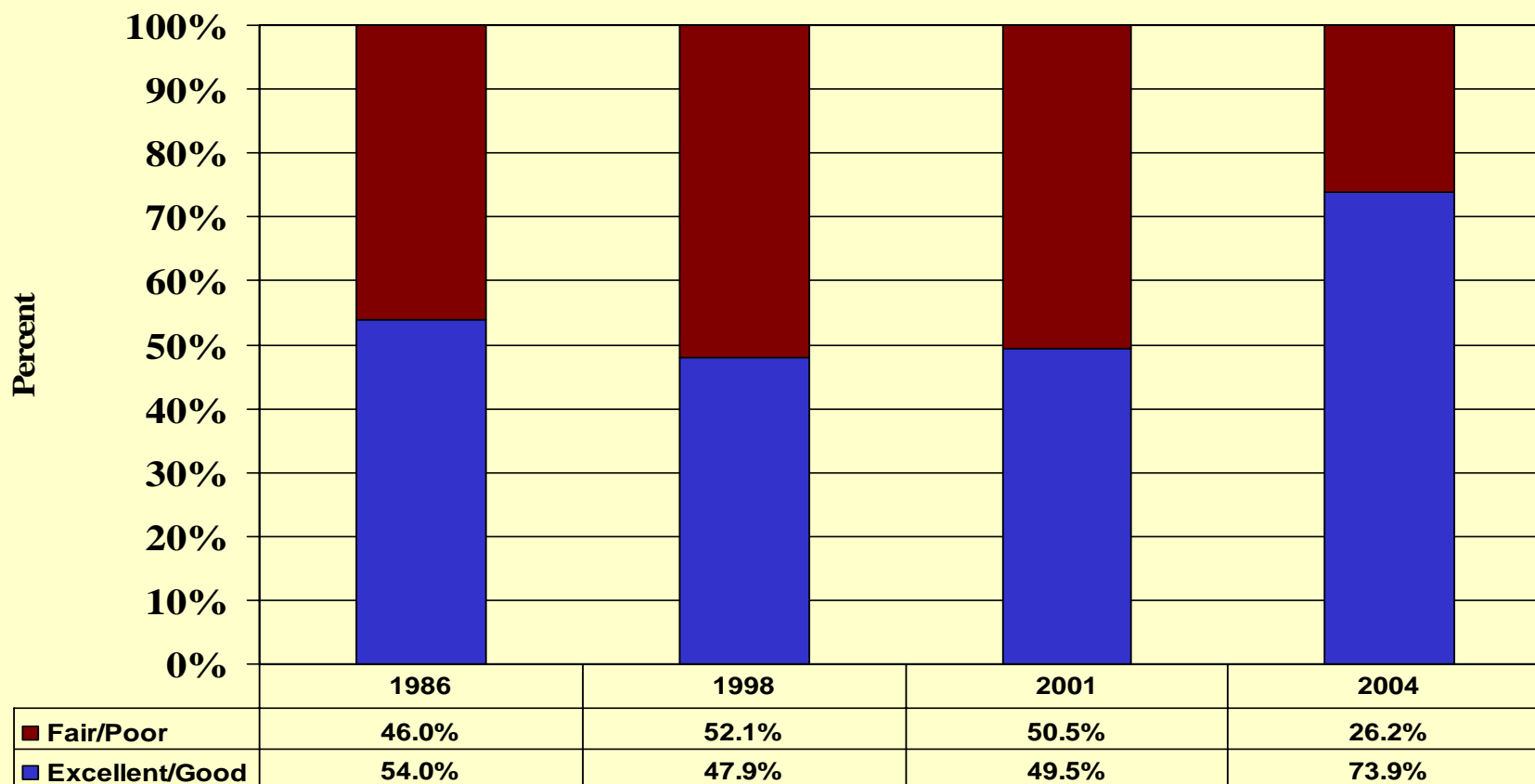




# 2004 Chesterfield County Citizen Survey Results

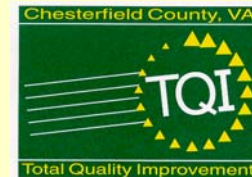


**15. How would you rate Social Services in the county. (Medicaid, food stamps, foster care, adoption, child protection services, day care, employment services)?**

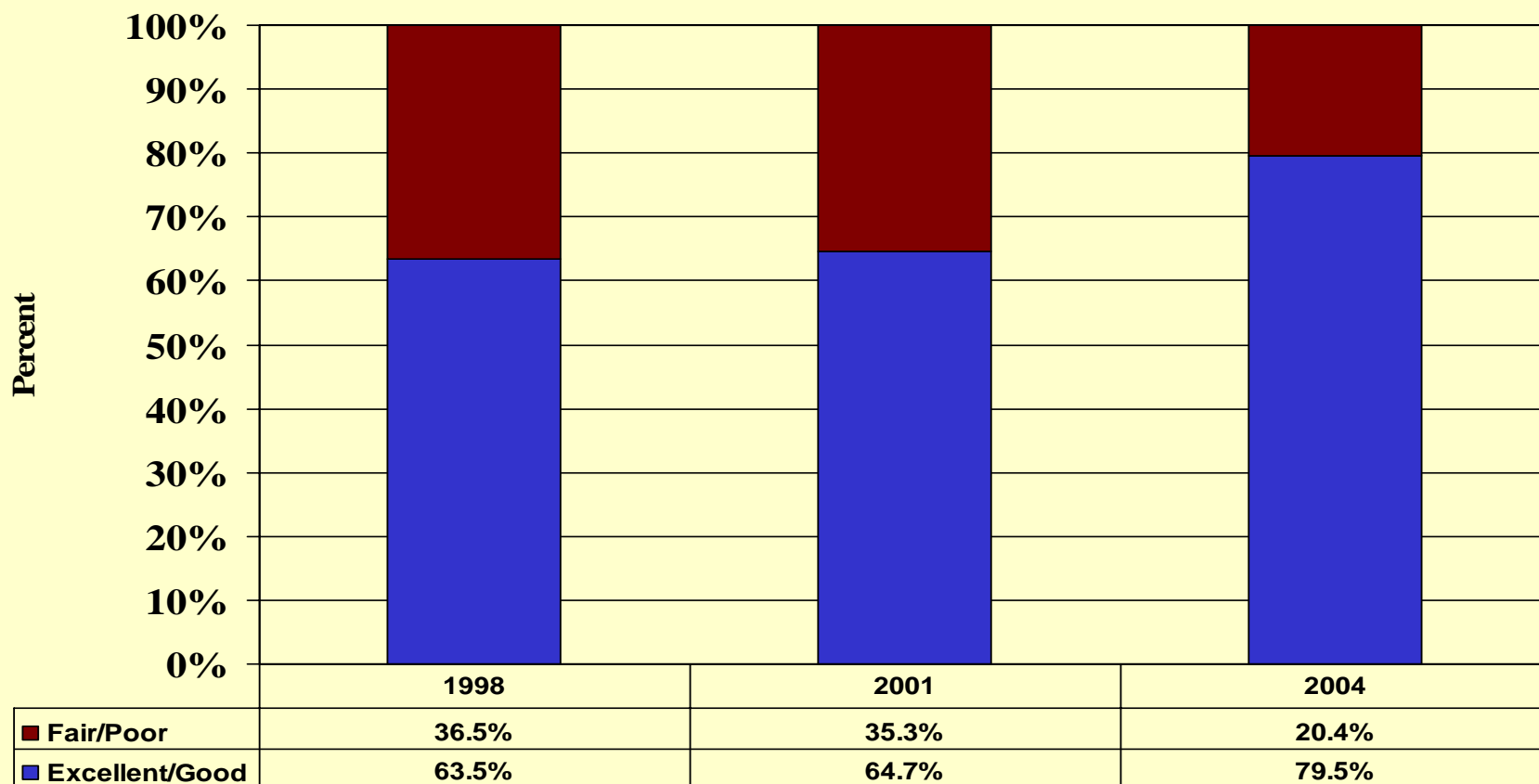




# 2004 Chesterfield County Citizen Survey Results



## 16. How would you rate Health information and Medical services in the county?



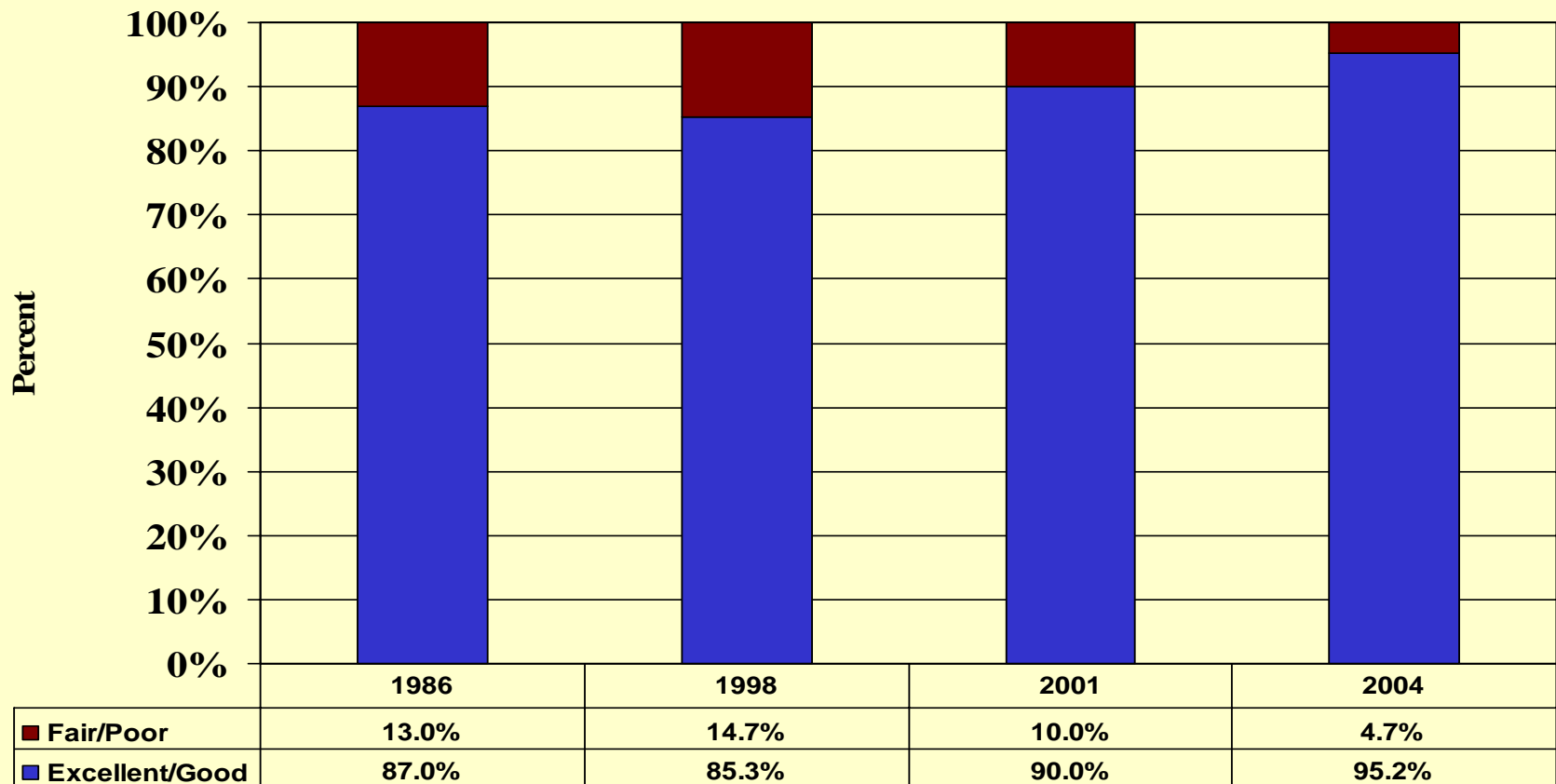




# 2004 Chesterfield County Citizen Survey Results

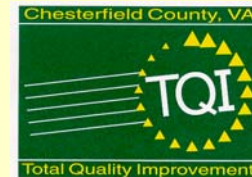


**17. How would you rate public library services in the county? (Checking out materials, information services, programs such as Story Time)?**

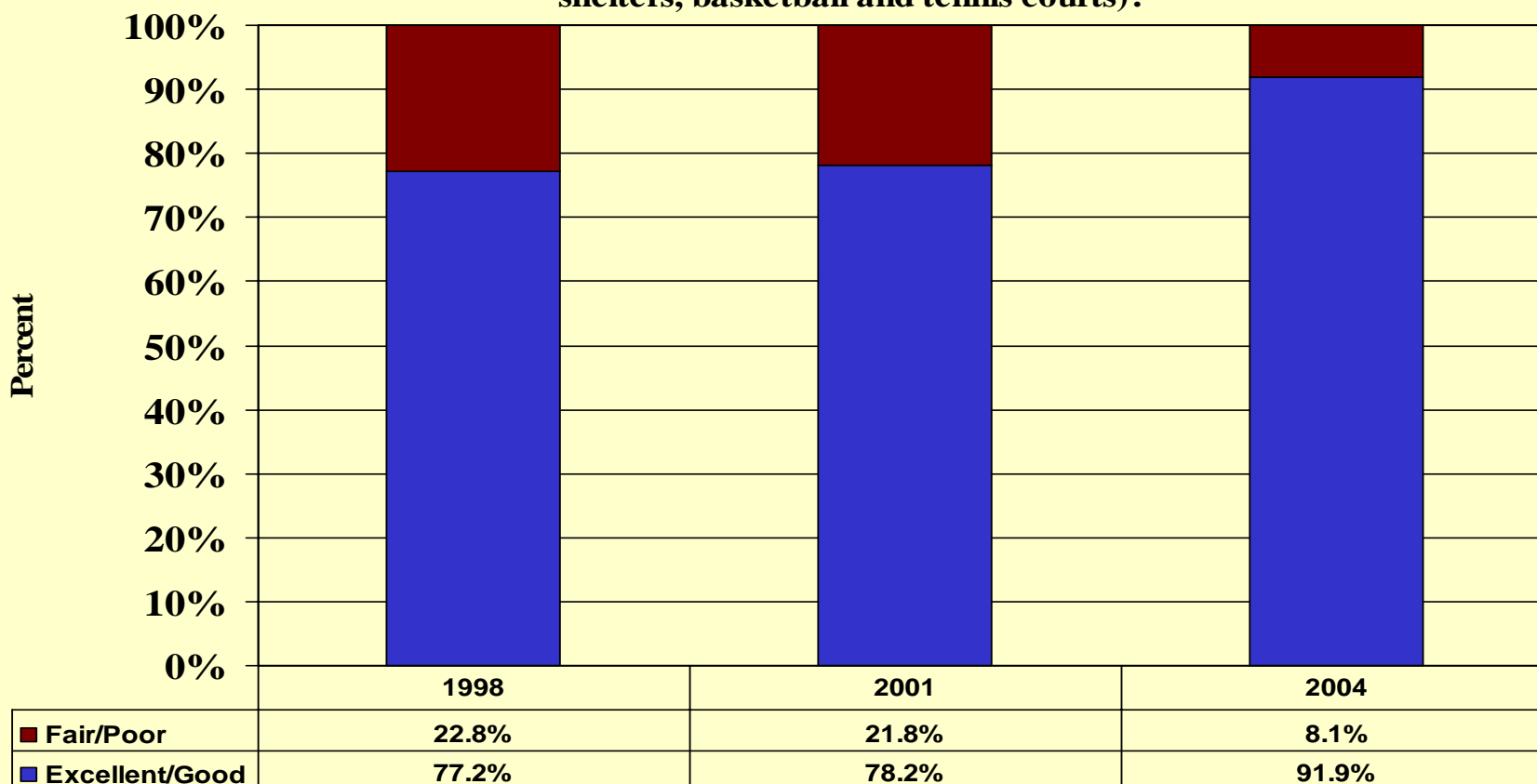




# 2004 Chesterfield County Citizen Survey Results



**18. How would you rate parks in the county (trails, athletic facilities, picnic shelters, basketball and tennis courts)?**

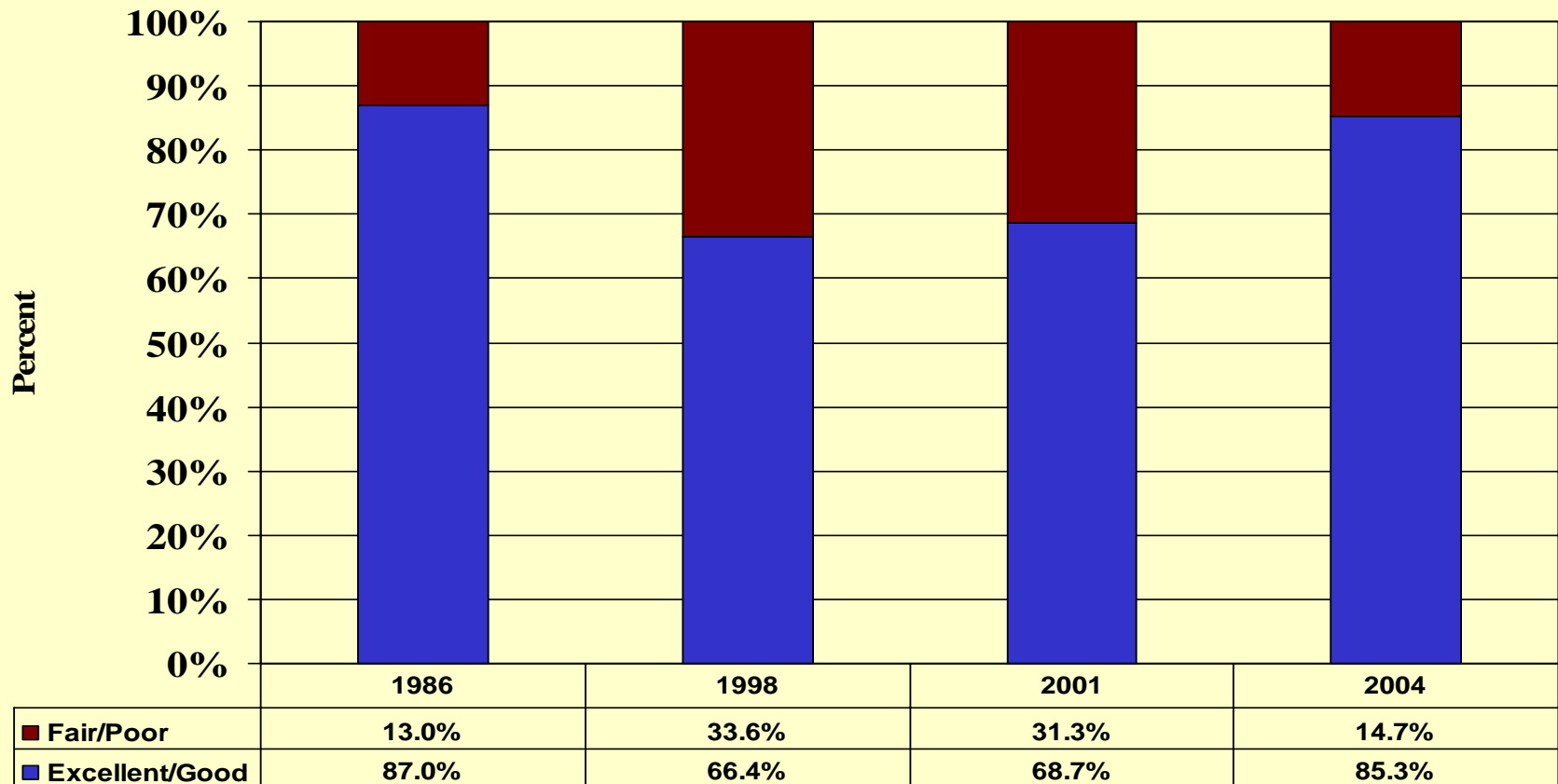




# 2004 Chesterfield County Citizen Survey Results



**19. How would you rate recreational services in the county (Athletic programs, workshops, senior citizen programs)?**

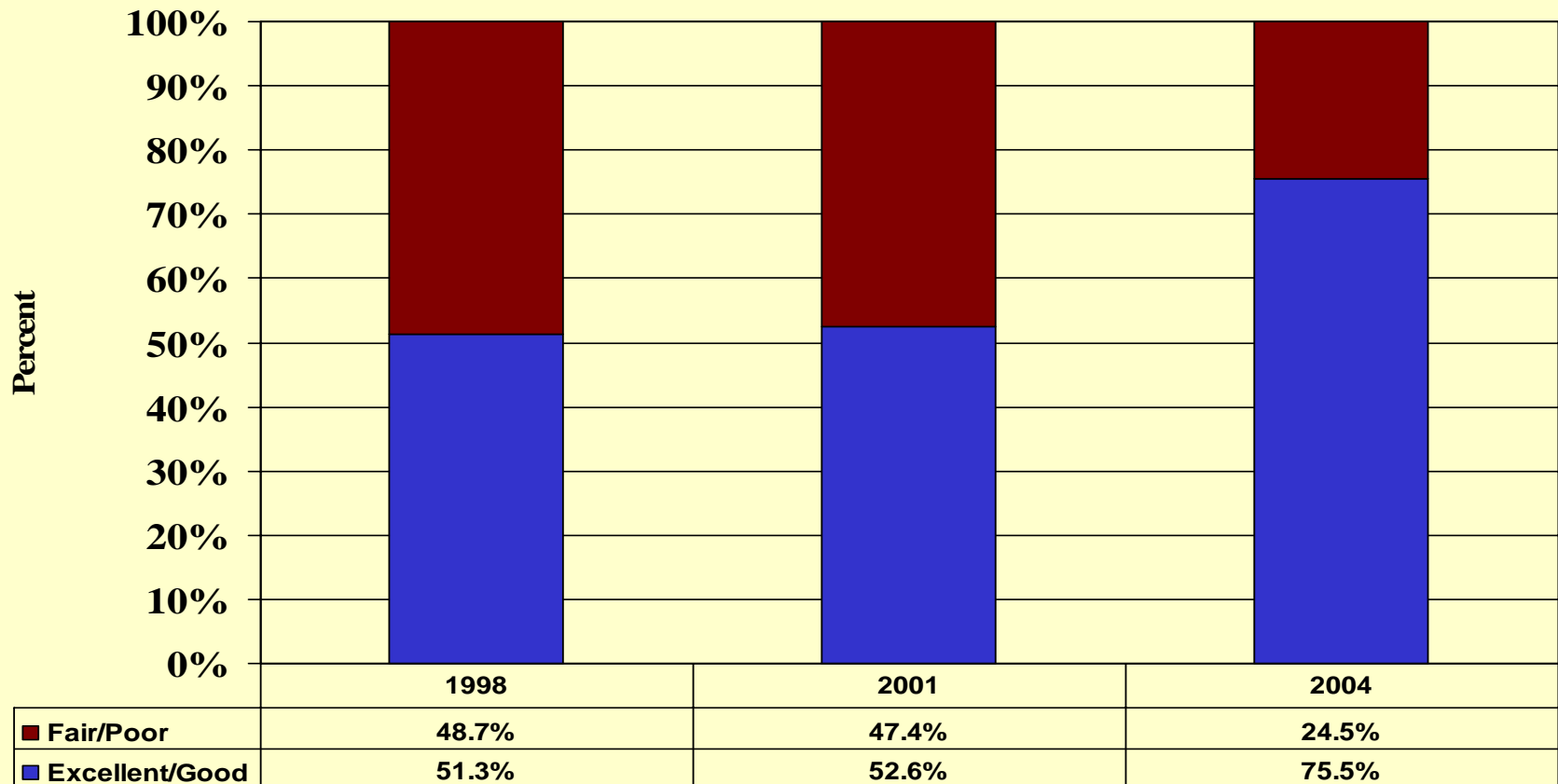




# 2004 Chesterfield County Citizen Survey Results



**20. How would you rate services for children and youth, not including public education (Recreational programs, special events, teen centers, substance and alcohol prevention programs)?**

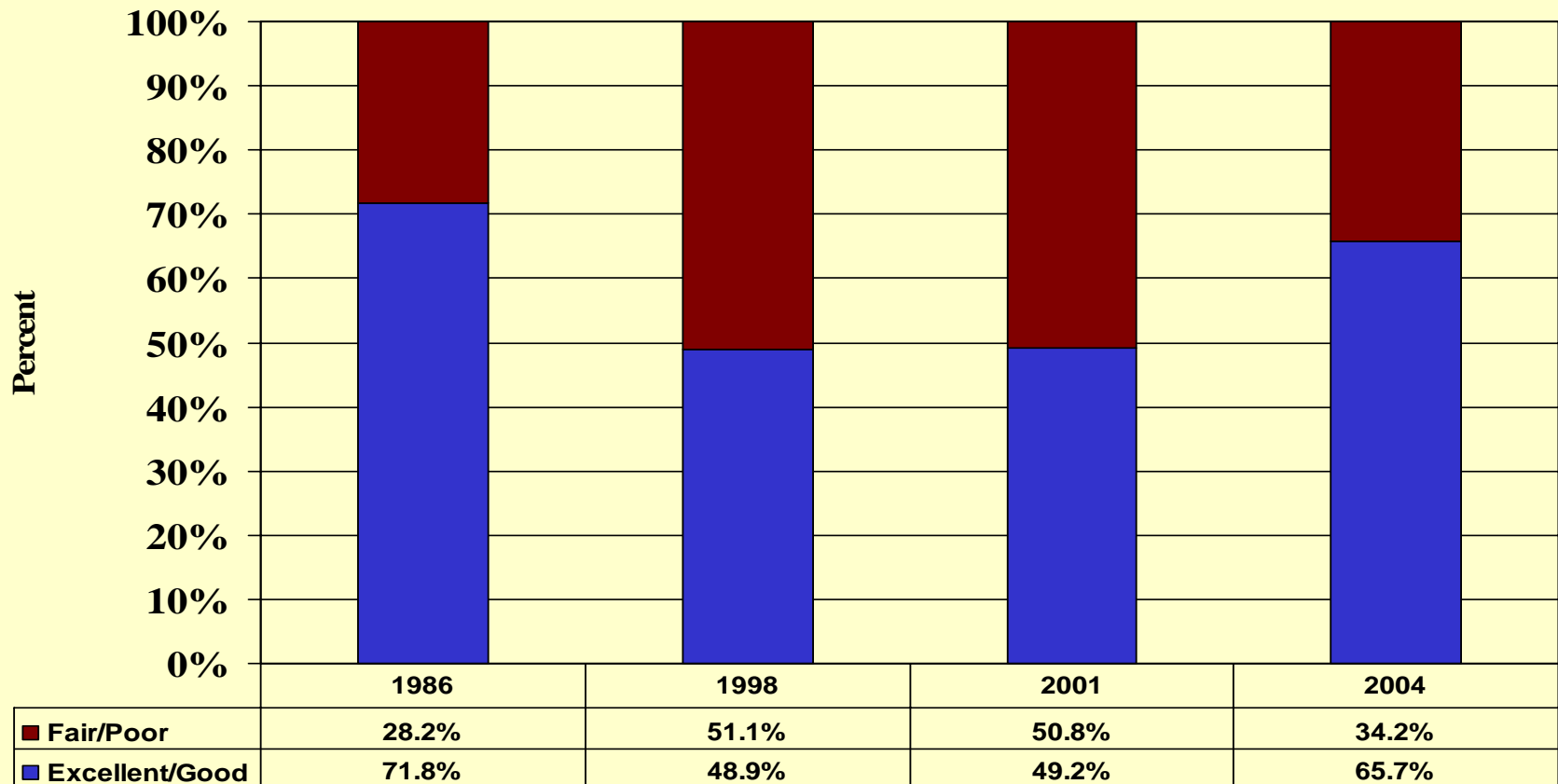




# 2004 Chesterfield County Citizen Survey Results



## 21. How would you rate services for senior citizens?

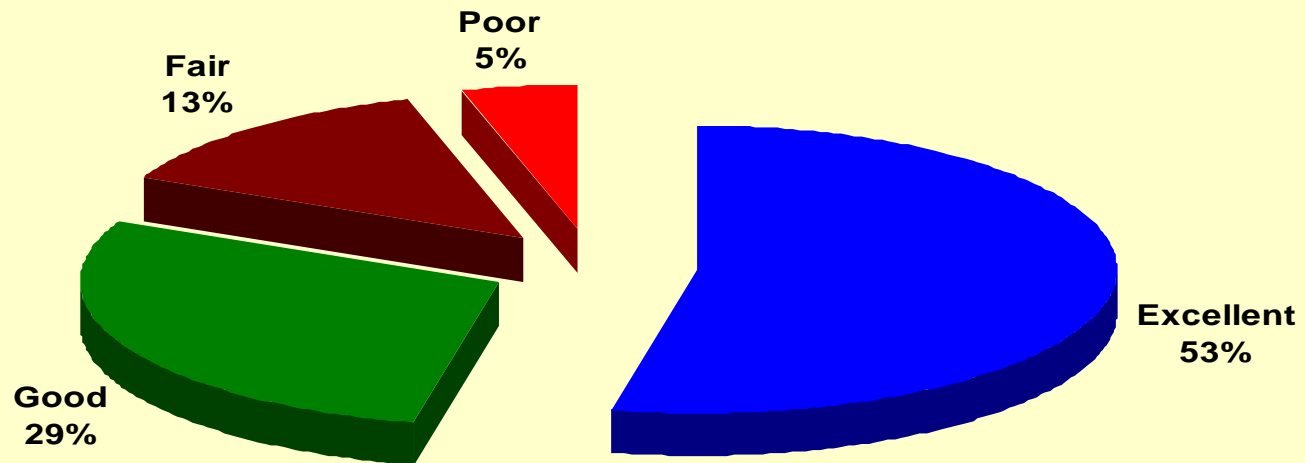




# 2004 Chesterfield County Citizen Survey Results

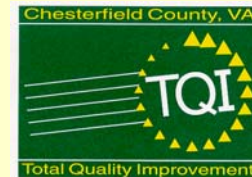


**22. How would you rate victim/witness assistance programs (Victim of violent felony/domestic violence)**

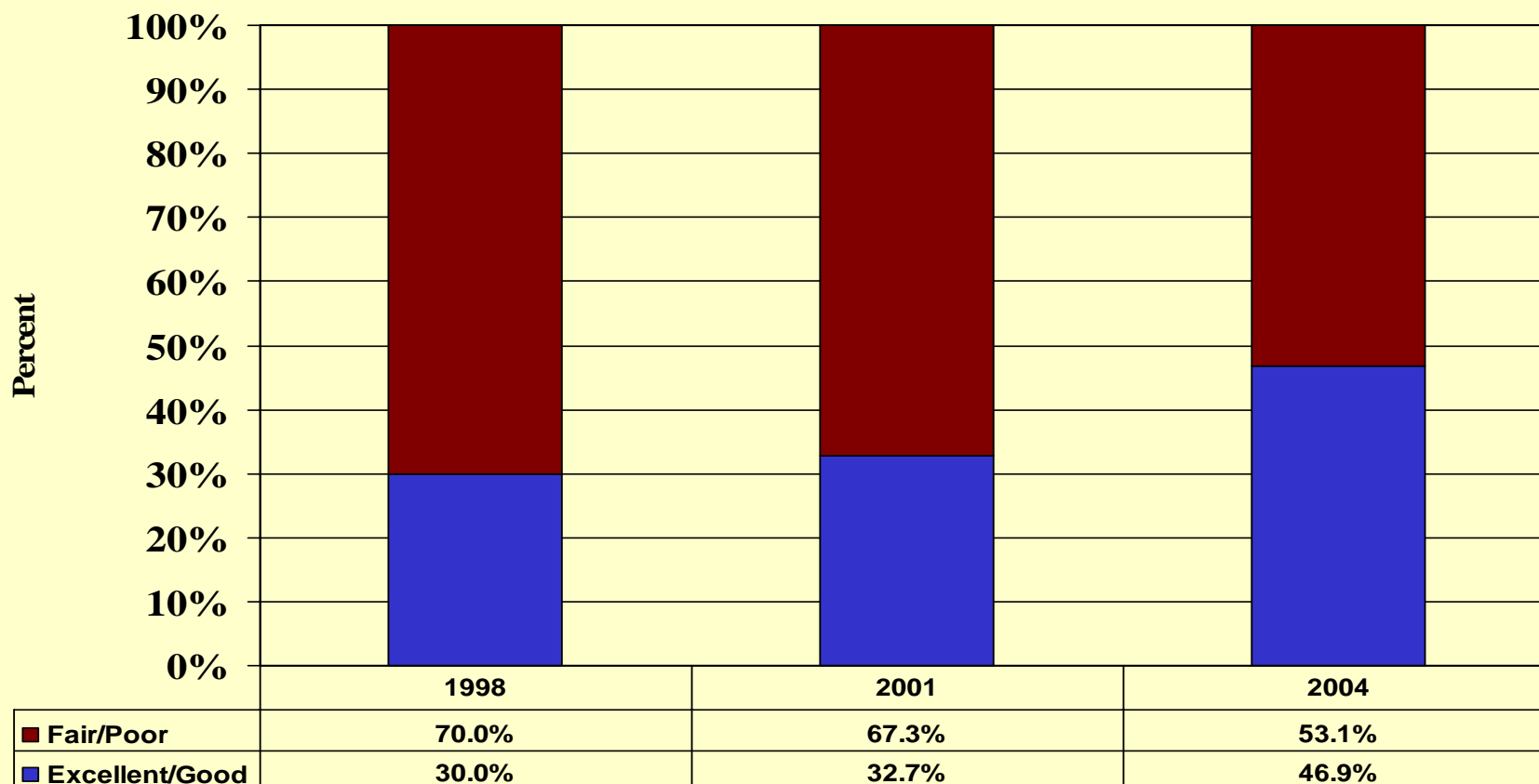




# 2004 Chesterfield County Citizen Survey Results



**23. How would you rate planning services (Long-range plans, re-zonings, code compliance, organizational assistance to neighborhoods)?**

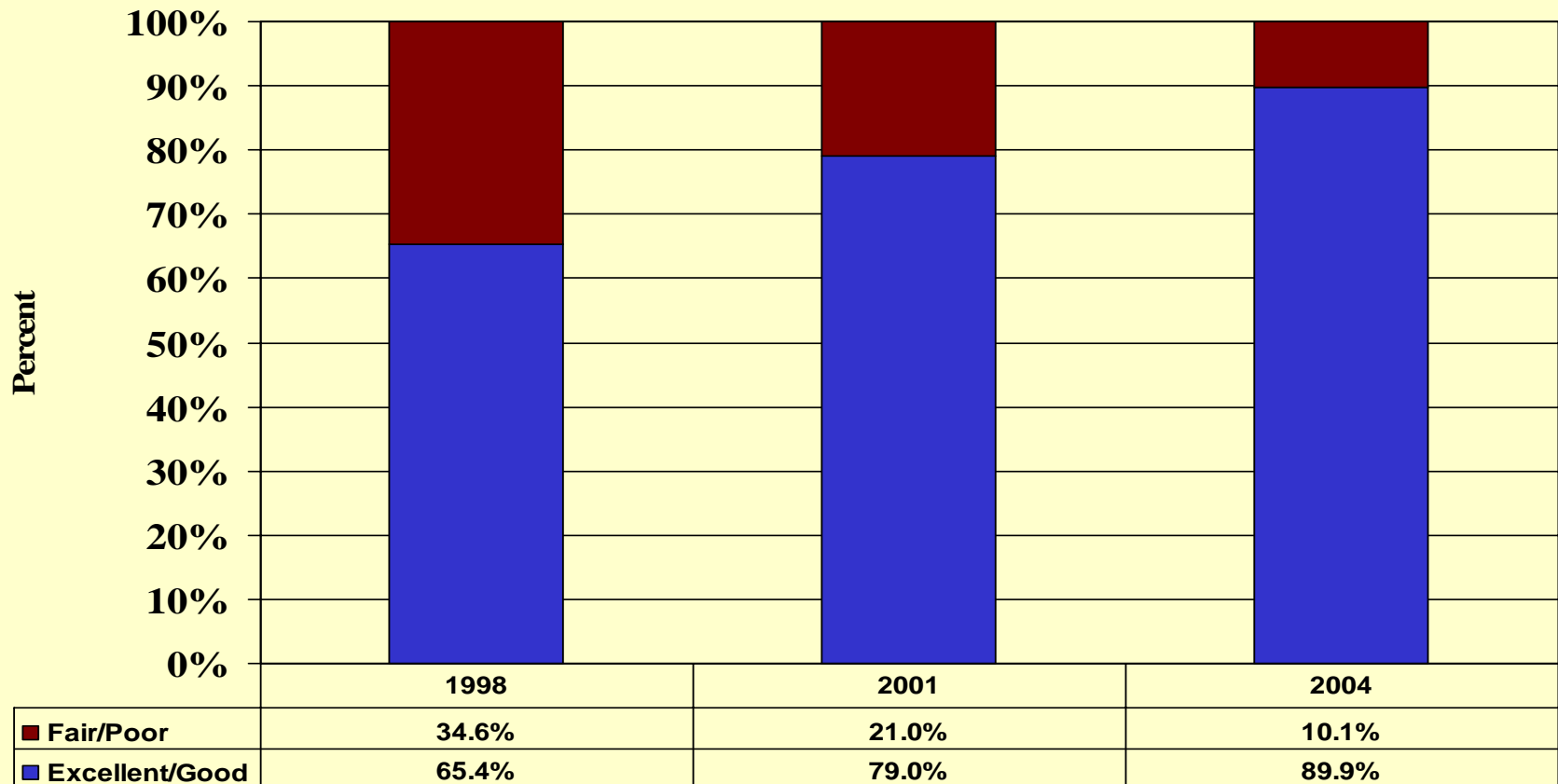




# 2004 Chesterfield County Citizen Survey Results



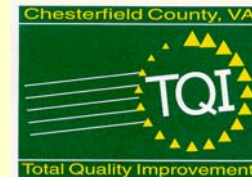
**24. How would you rate public (county) water and wastewater services receive from the Utilities Department?**



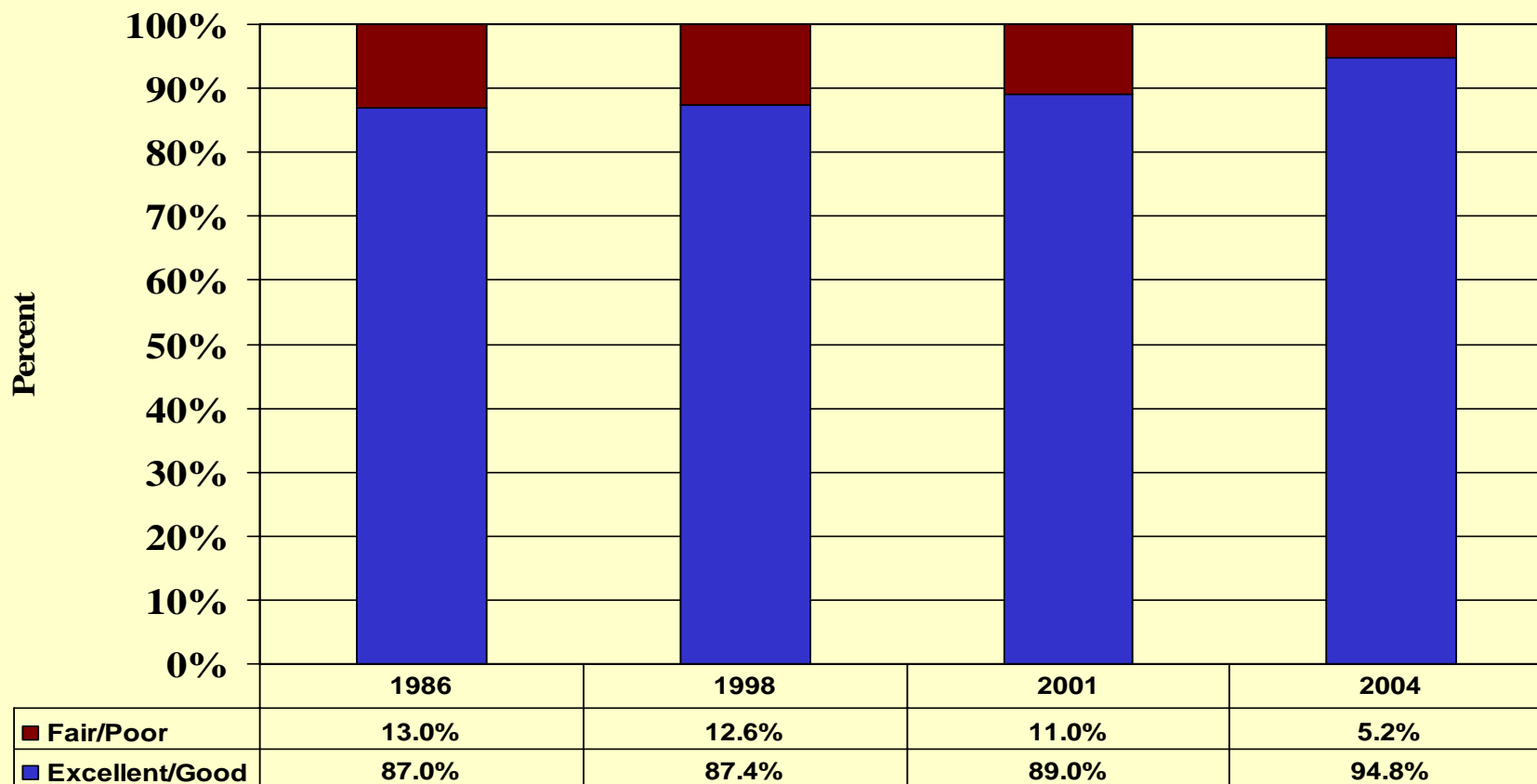




# 2004 Chesterfield County Citizen Survey Results



## 25. How would you rate fire and emergency medical services?

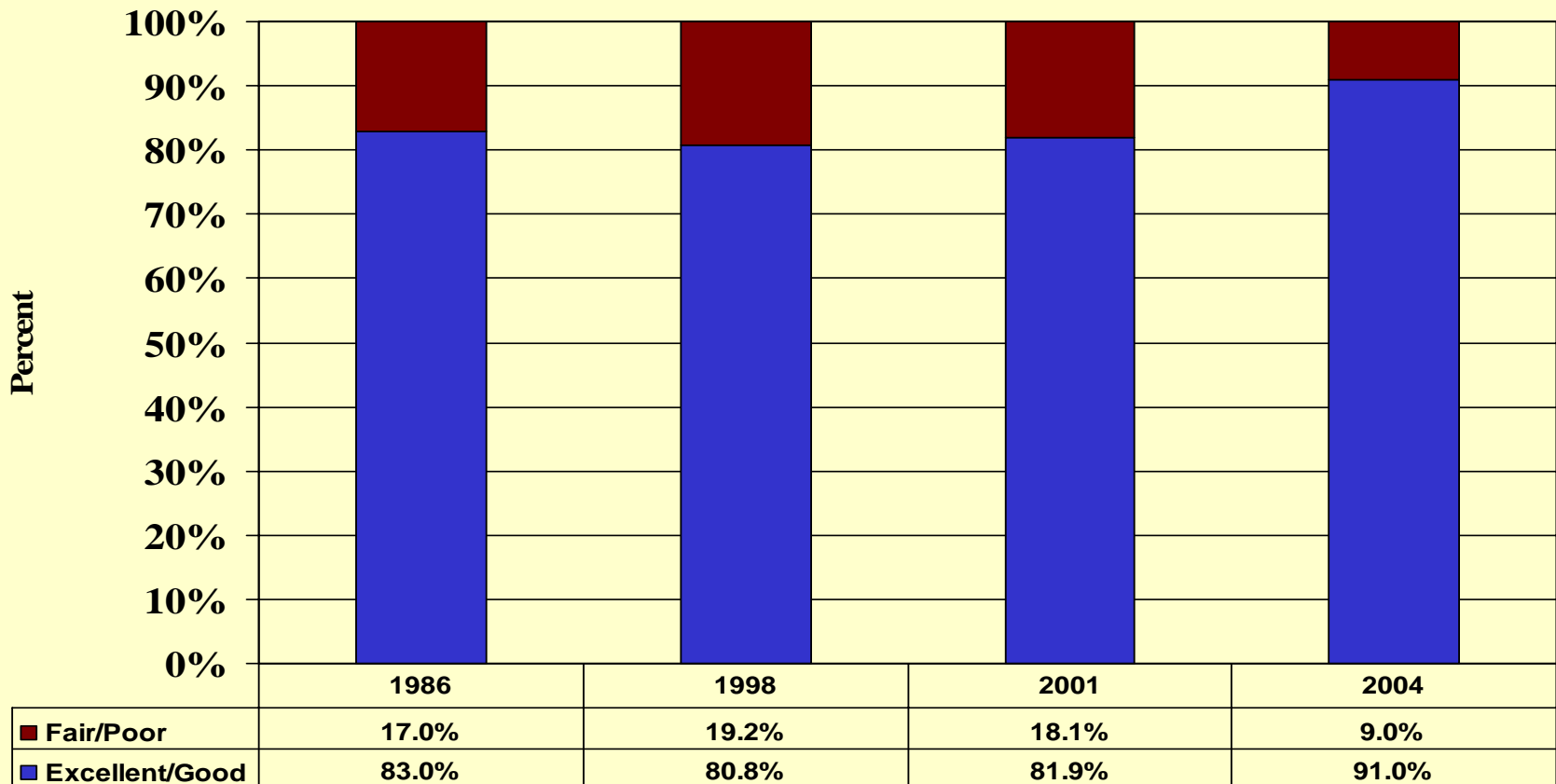




# 2004 Chesterfield County Citizen Survey Results



## 26. How would you rate police services?

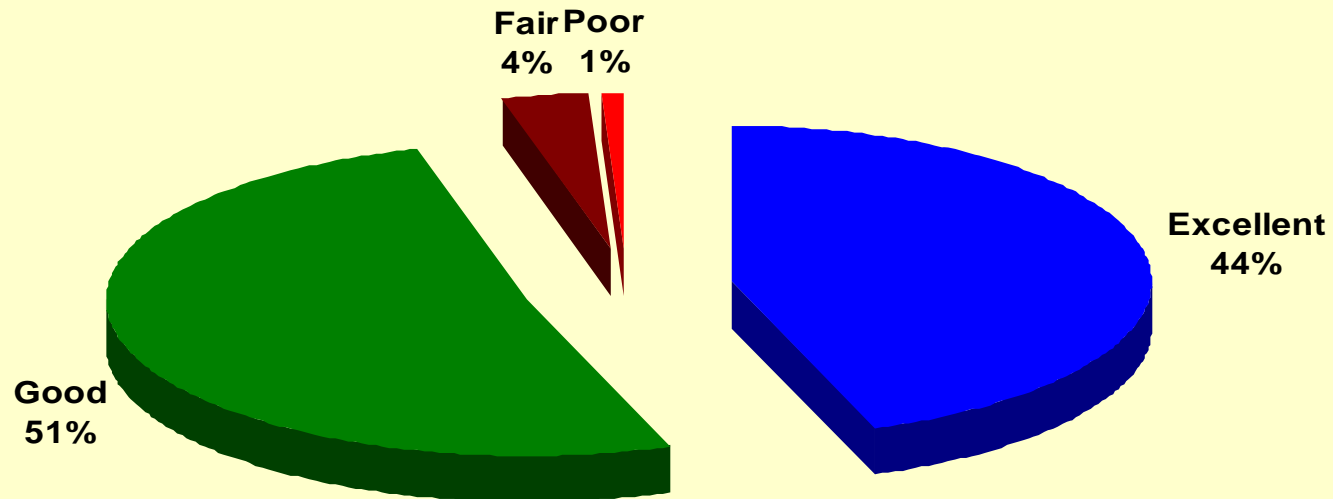




# 2004 Chesterfield County Citizen Survey Results

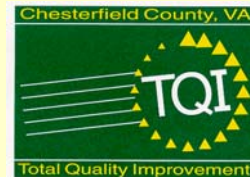


27. How would rate 911 services?

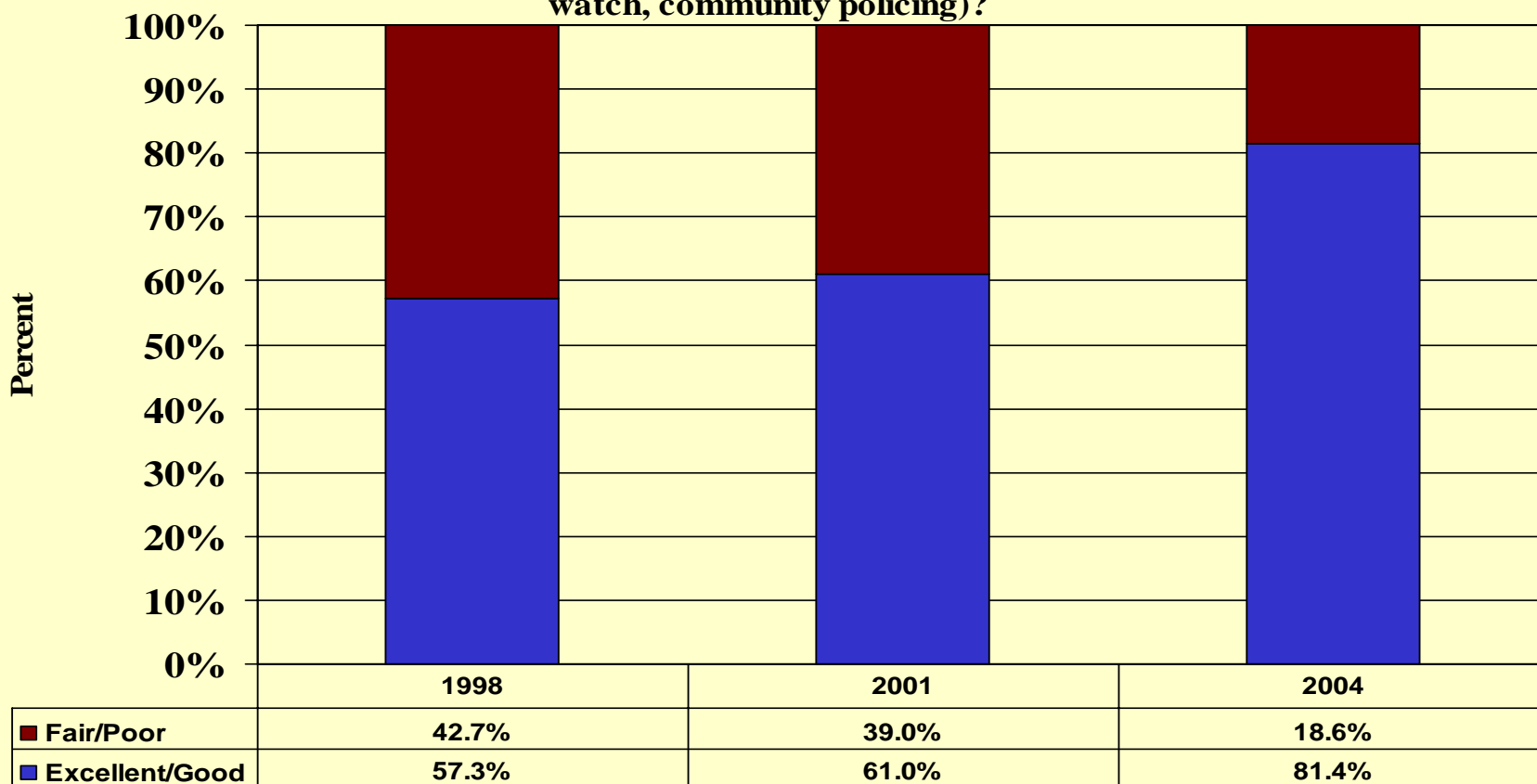




# 2004 Chesterfield County Citizen Survey Results

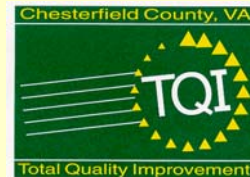


**28. How would you rate crime prevention programs (Seminars, neighborhood watch, community policing)?**

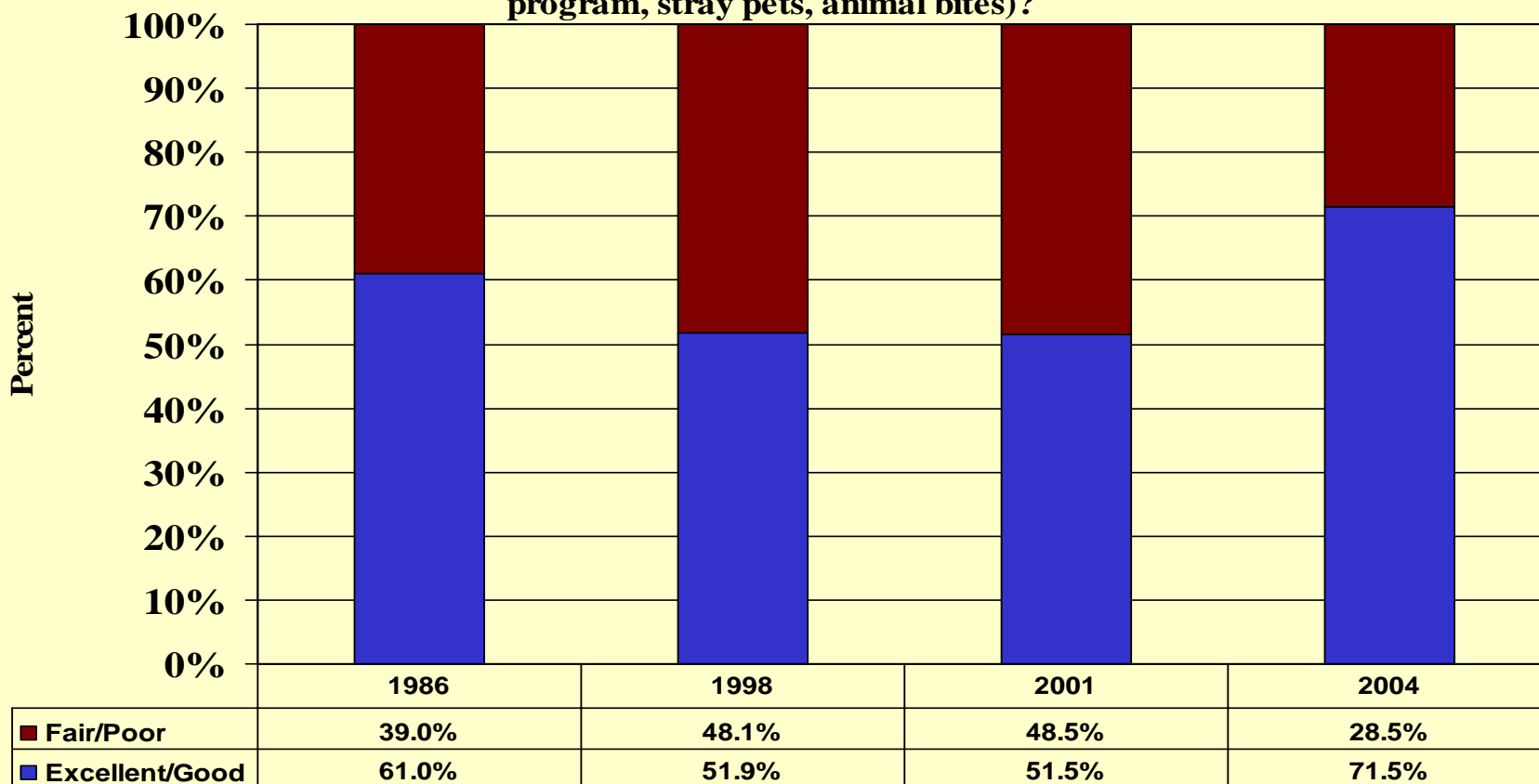




# 2004 Chesterfield County Citizen Survey Results

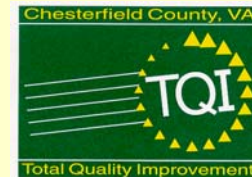


**29. How would you rate animal control services (Leash laws, animal shelter program, stray pets, animal bites)?**

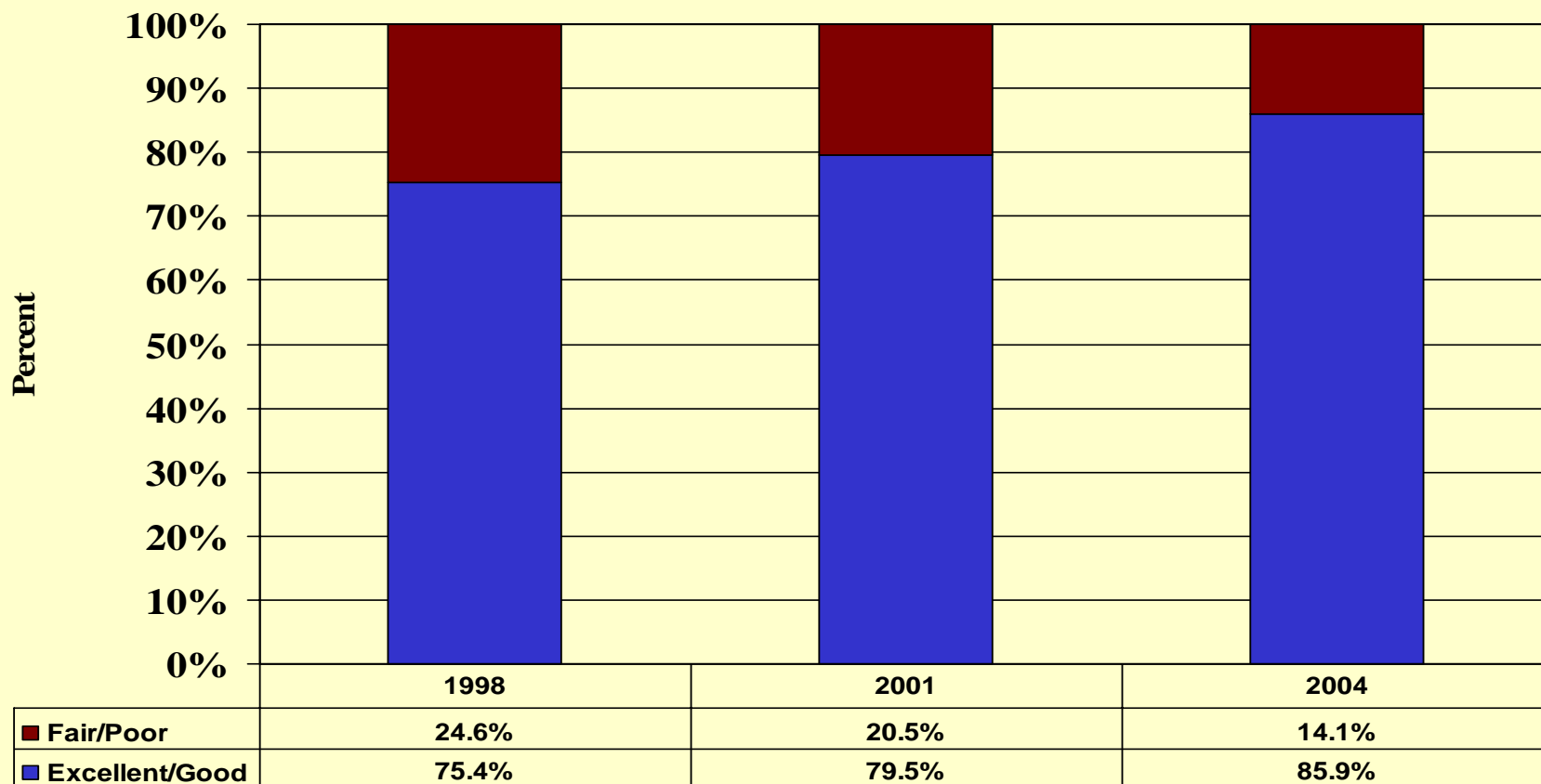




# 2004 Chesterfield County Citizen Survey Results

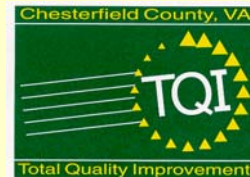


## 30. How would you rate the counties recycling services (curbside pick-up)?

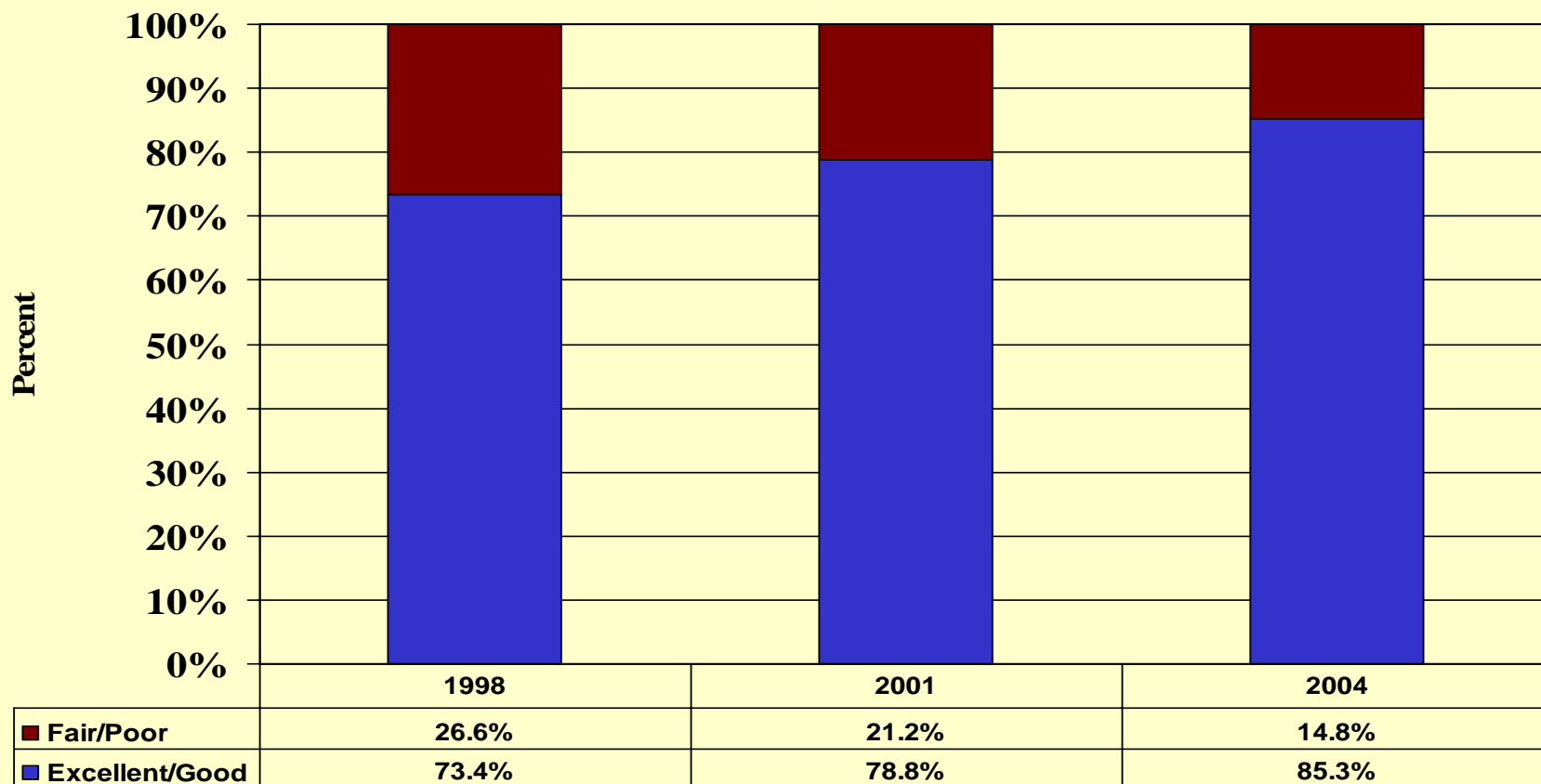




# 2004 Chesterfield County Citizen Survey Results



## 31. How would you rate Chesterfield County's Treasurer's services?

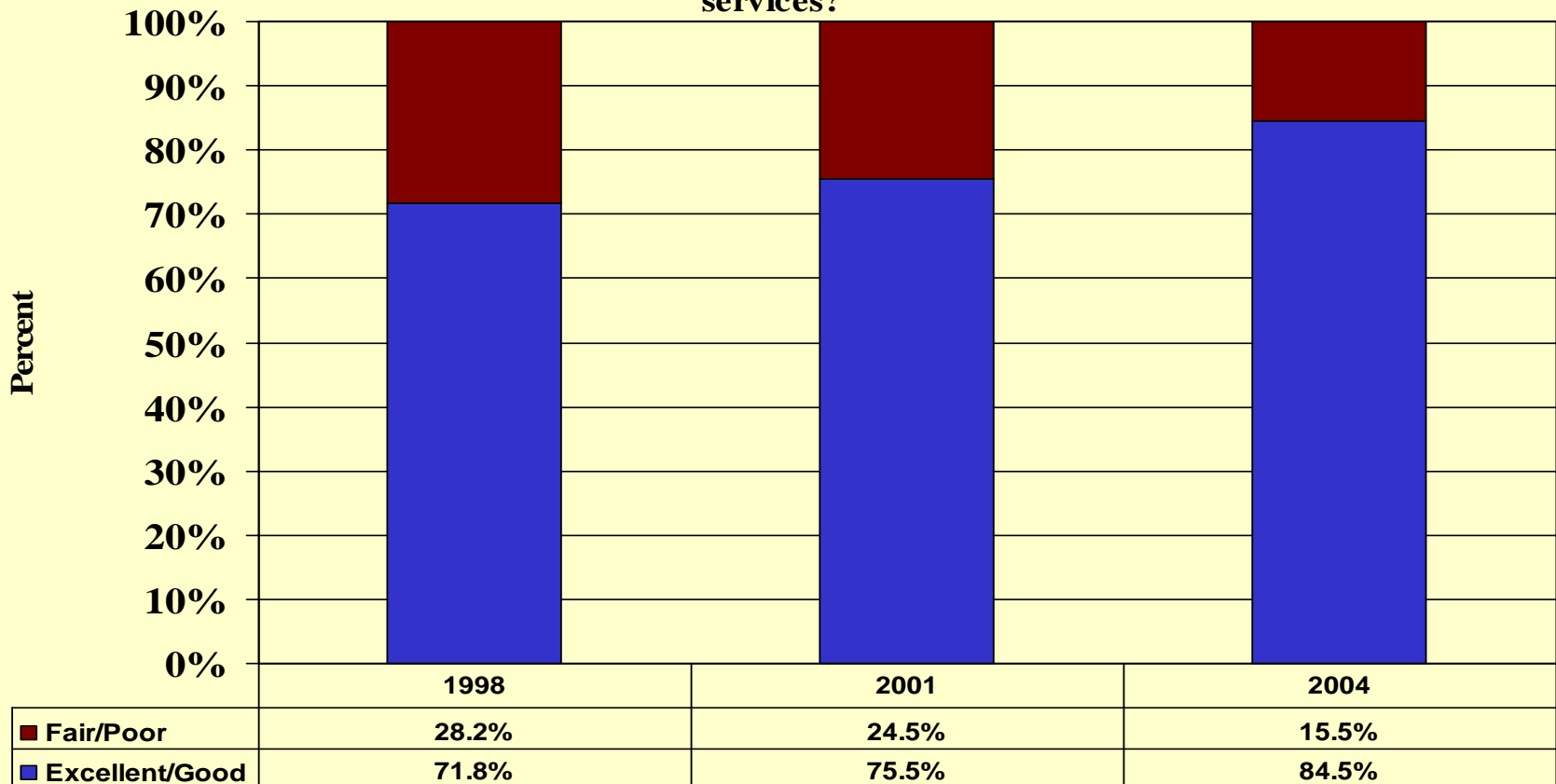




# 2004 Chesterfield County Citizen Survey Results



## 32. How would you rate Chesterfield County's Commissioner of the Revenue services?



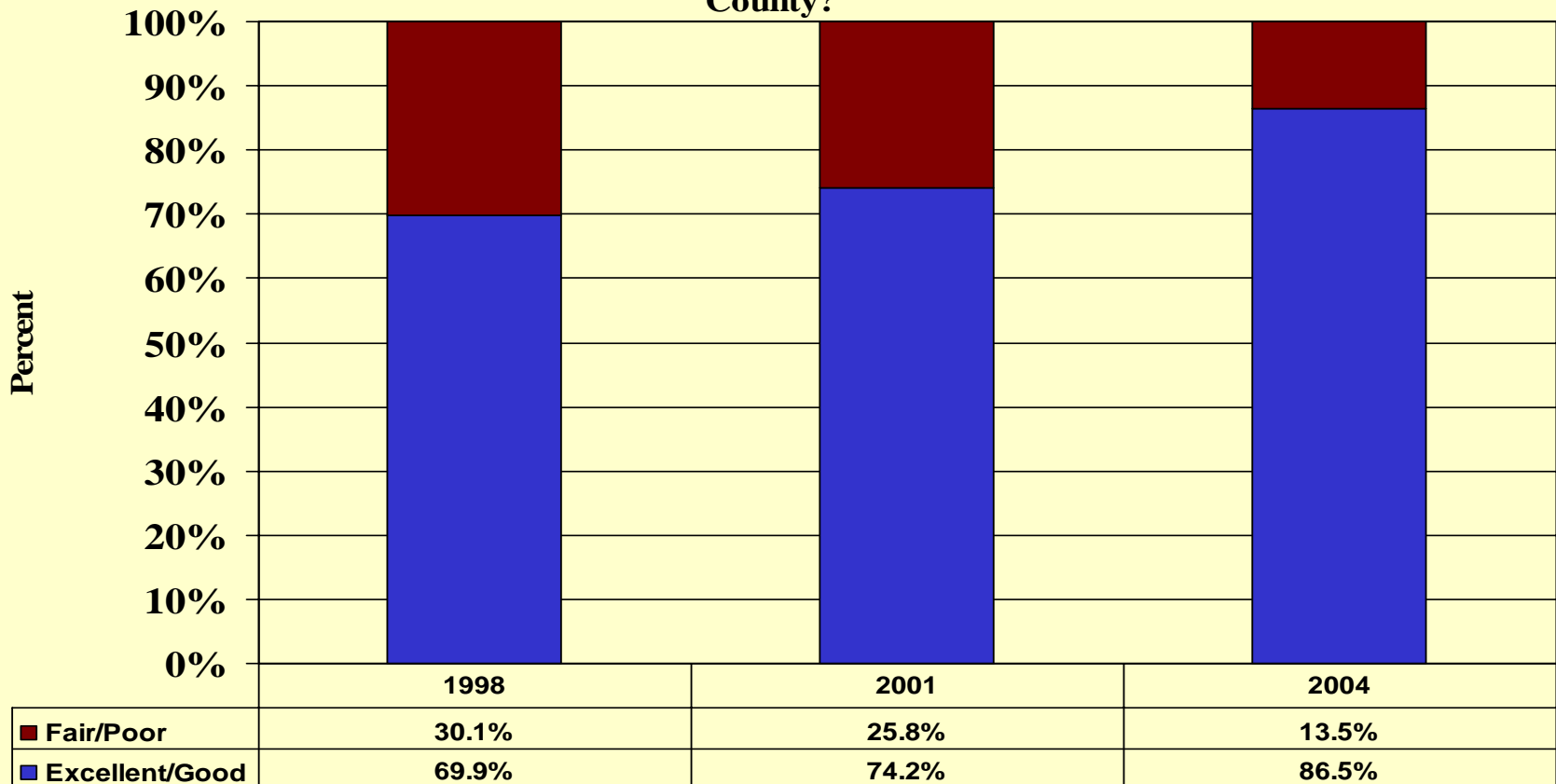




# 2004 Chesterfield County Citizen Survey Results

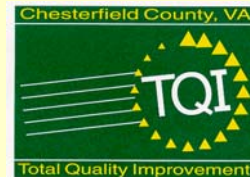


## 33. How would you rate educational opportunities for adults in Chesterfield County?

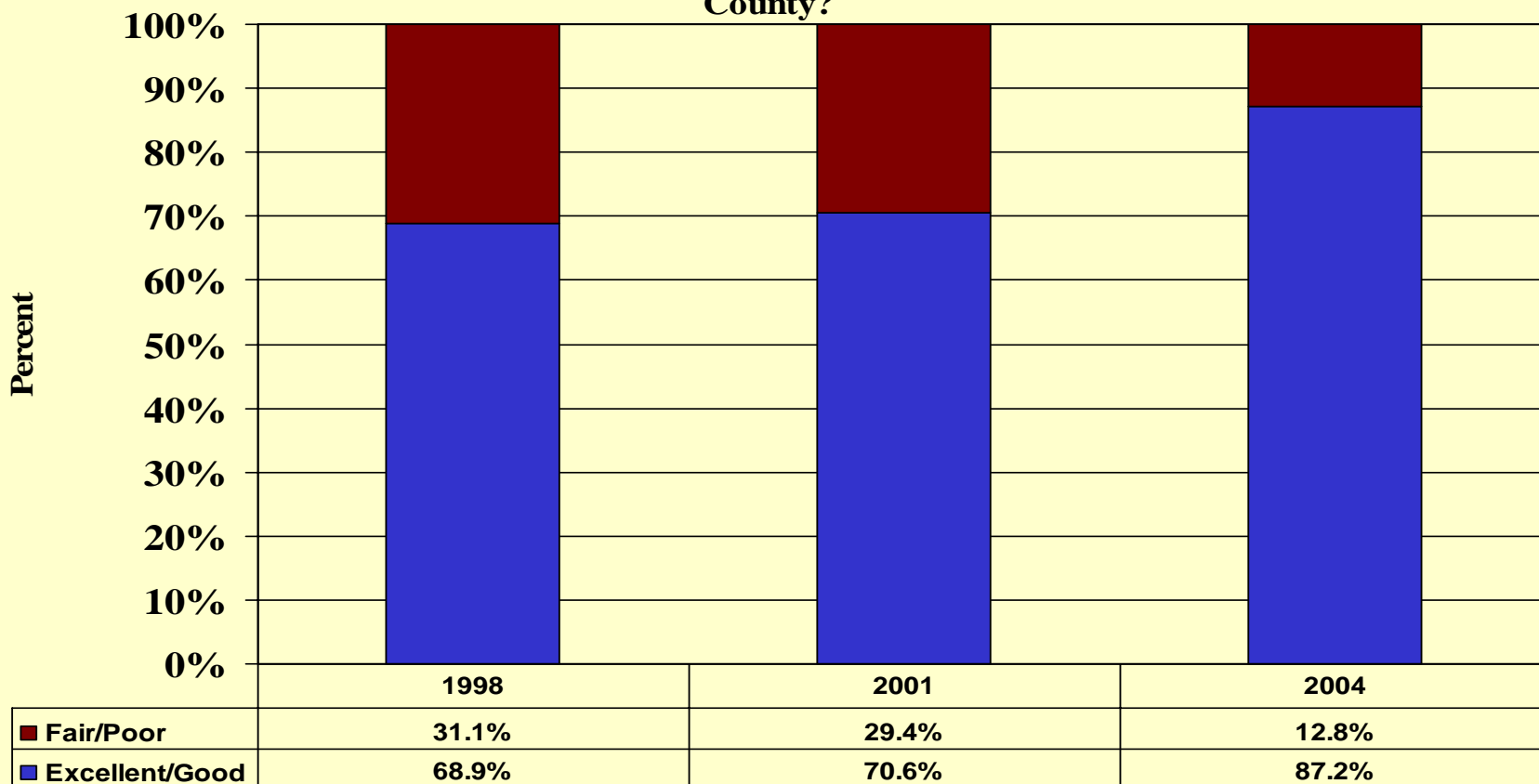




# 2004 Chesterfield County Citizen Survey Results



**34. How would you rate the overall quality of services provided by Chesterfield County?**





# 2004 Chesterfield County Citizen Survey Results



35. What sources provide you with the most useful information about county SERVICES?

Source	Total Response
1. Local daily newspaper	660
2. Mailings (w/water bill/tax statements)	345
3. Local television network news	295
4. Internet web page at <a href="http://www.chesterfield.gov">www.chesterfield.gov</a>	252
5. Community Weekly delivered by mail	182



# 2004 Chesterfield County Citizen Survey Results



36. What media sources do you use the most to get NEWS about Chesterfield County?

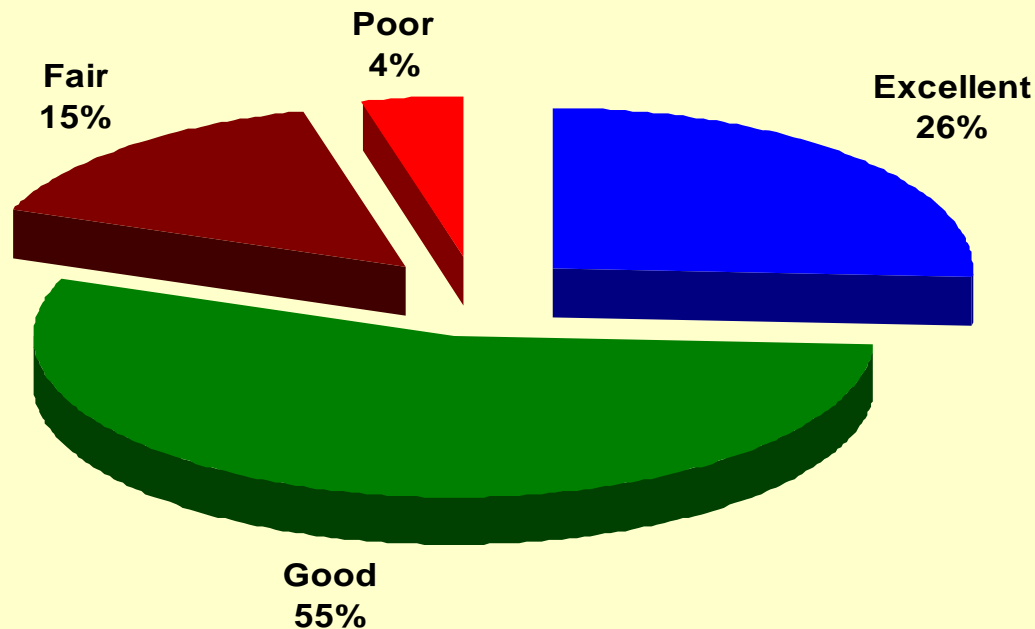
Source	Total Response
1. The Richmond Times-Dispatch	832
2. Channel 12 (NBC)	628
3. Channel 6 (CBS)	244
4. Internet	232
5. The Community Weekly	217



# 2004 Chesterfield County Citizen Survey Results



**37. How would you rate Chesterfield County Public Schools on providing opportunities for citizens to use and contribute to the public schools?**

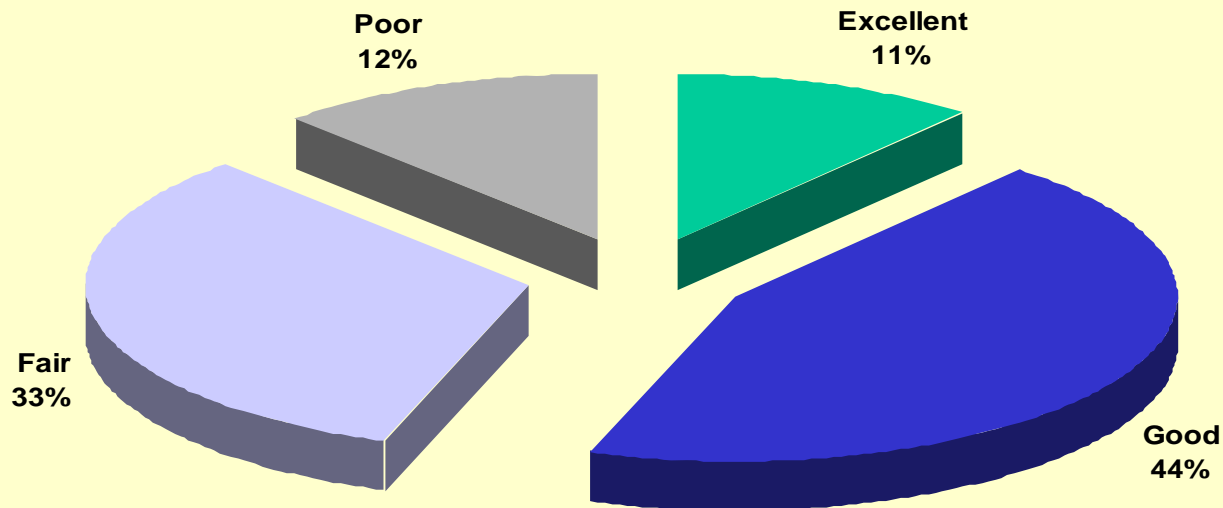




# 2004 Chesterfield County Citizen Survey Results



**38. How would you rate Chesterfield County Schools in getting citizens' views and opinions before making major decisions that affect the direction of the school system?**

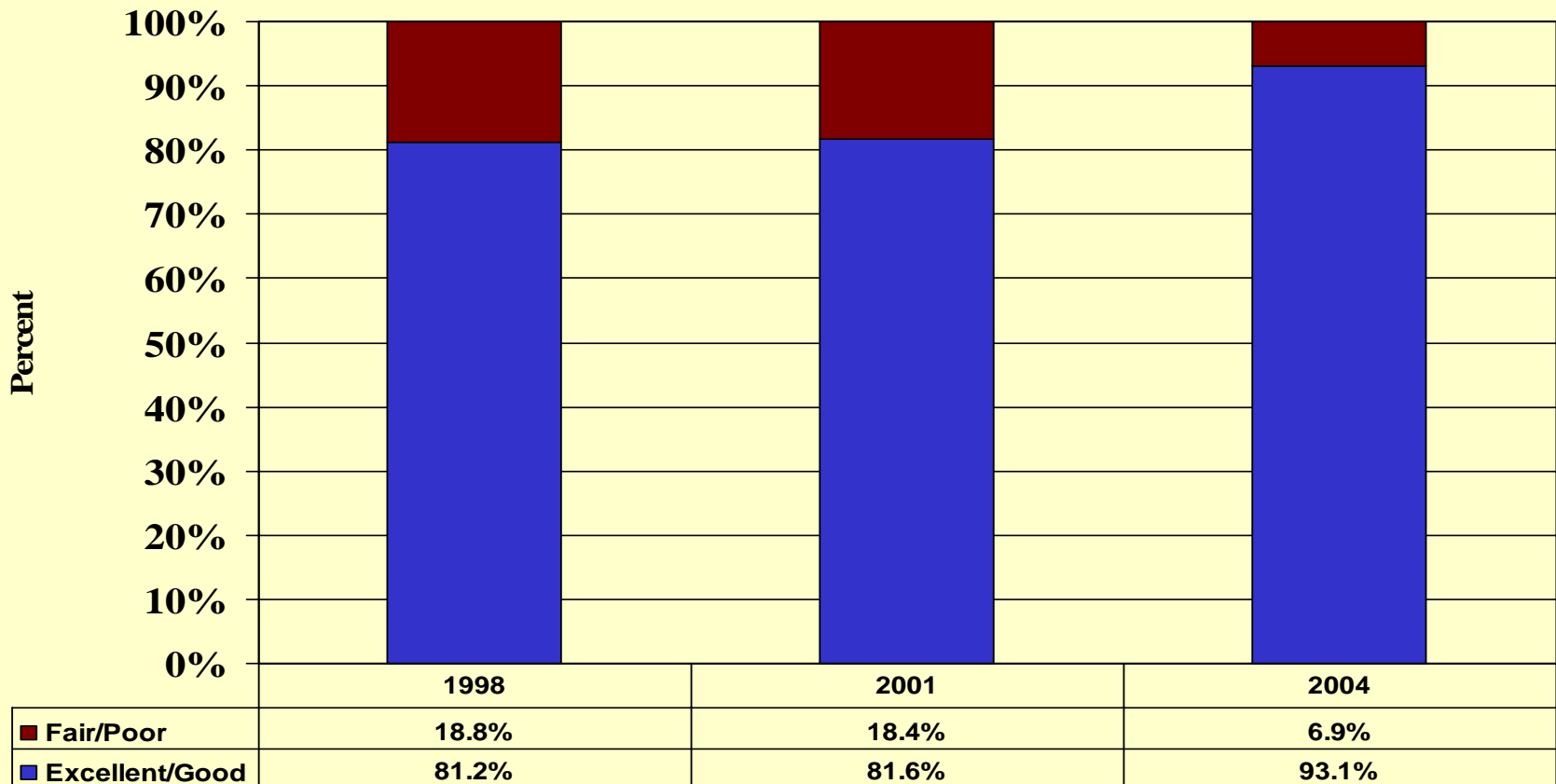




# 2004 Chesterfield County Citizen Survey Results



## 39. How would you rate the response time of the Police Department?

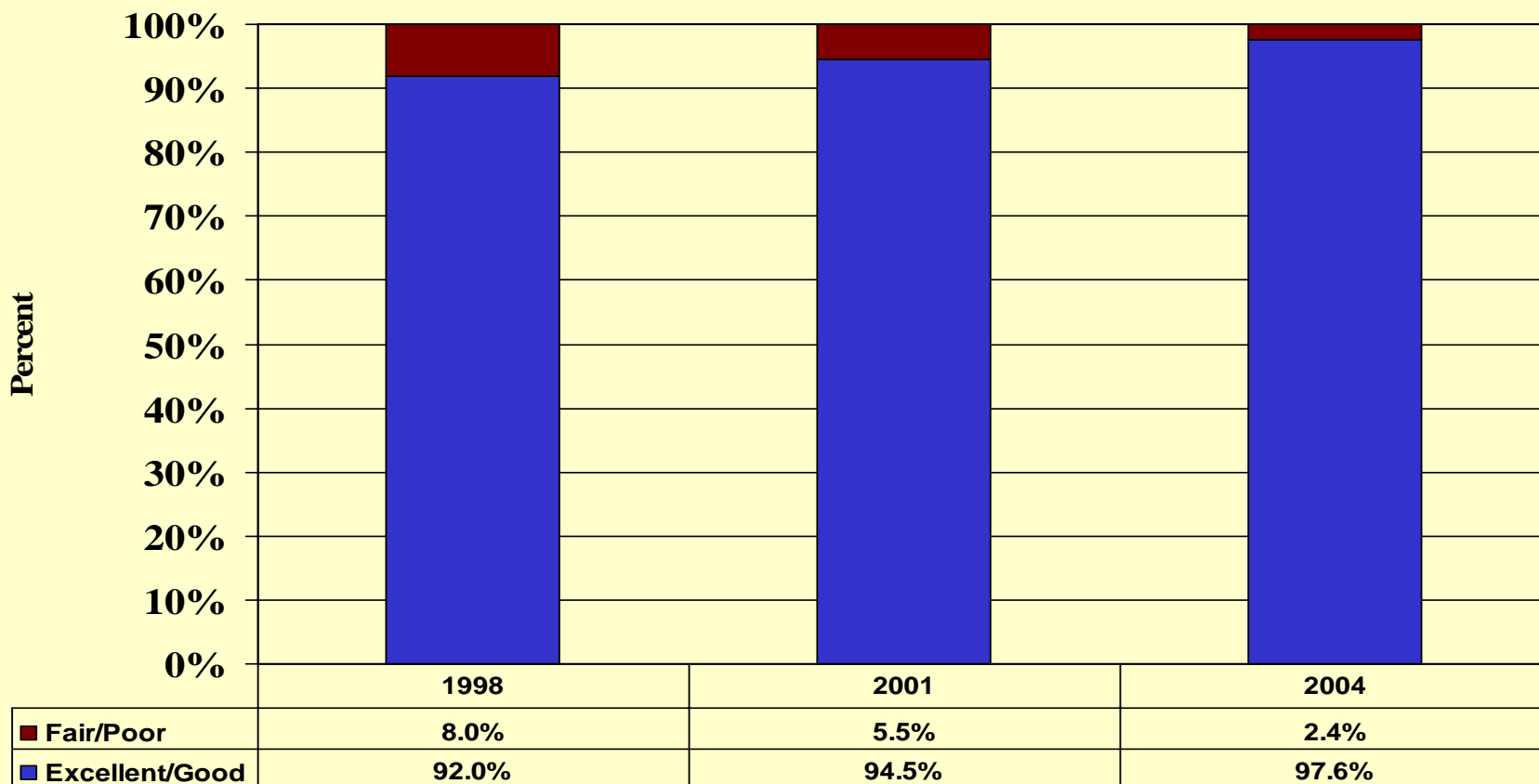




# 2004 Chesterfield County Citizen Survey Results



## 40. How would you rate the response time of the Fire Department?



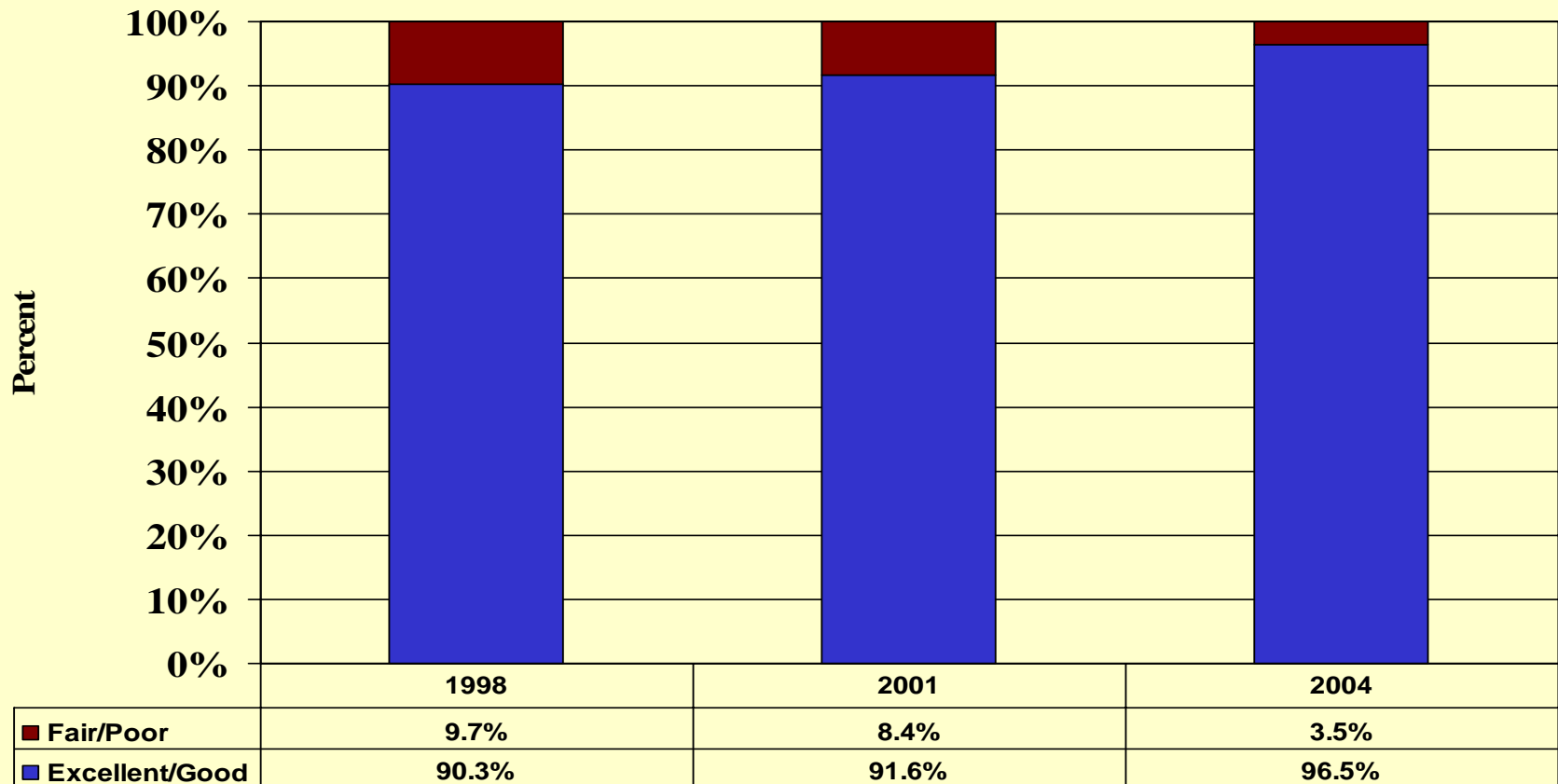




# 2004 Chesterfield County Citizen Survey Results

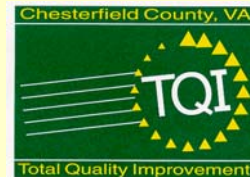


**41. How would you rate the response time of Emergency Medical Services?**

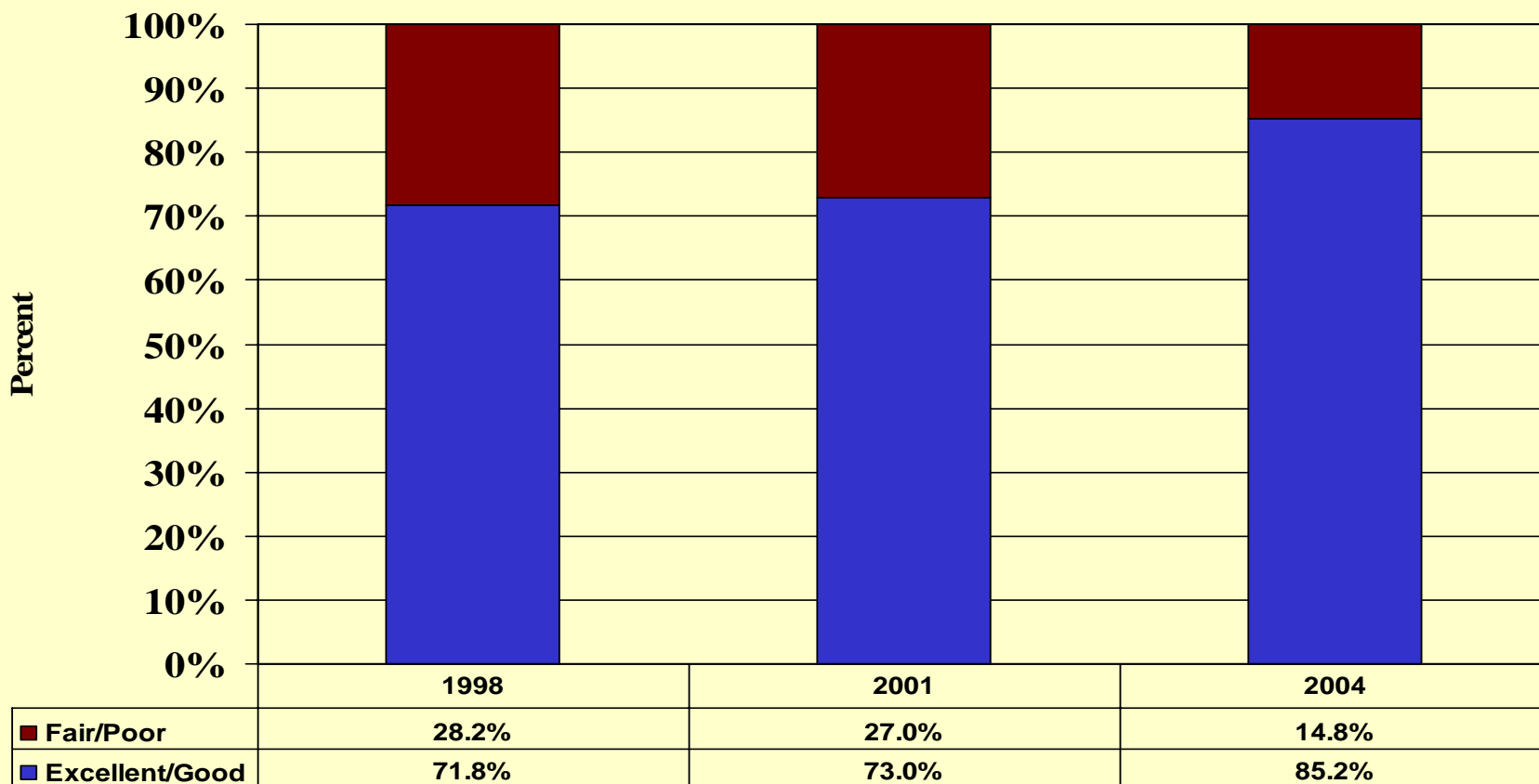




# 2004 Chesterfield County Citizen Survey Results



**42. How would you rate County employees on knowledge about county services?**

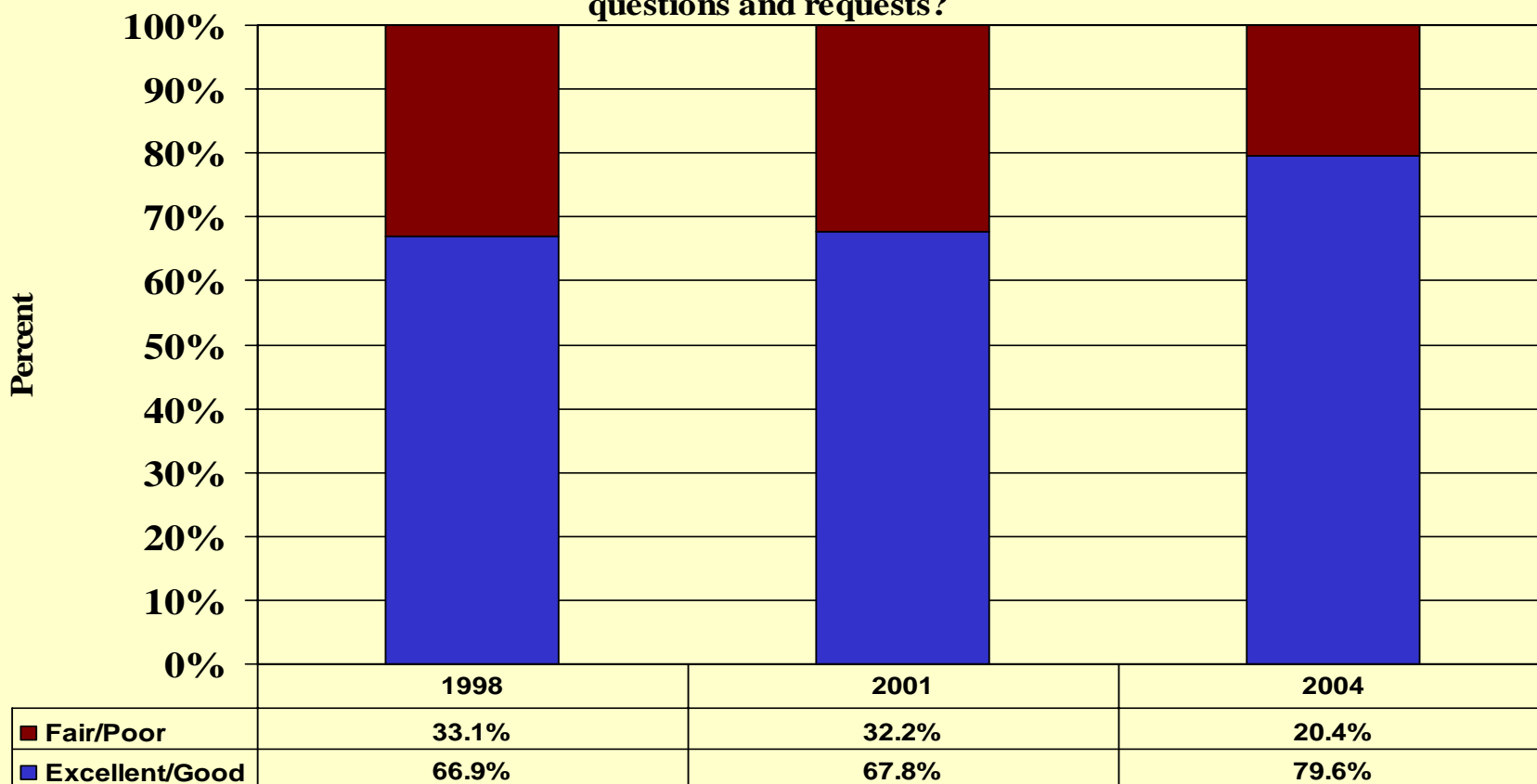




# 2004 Chesterfield County Citizen Survey Results



**43. How would you rate county employees on timeliness in responding to your questions and requests?**

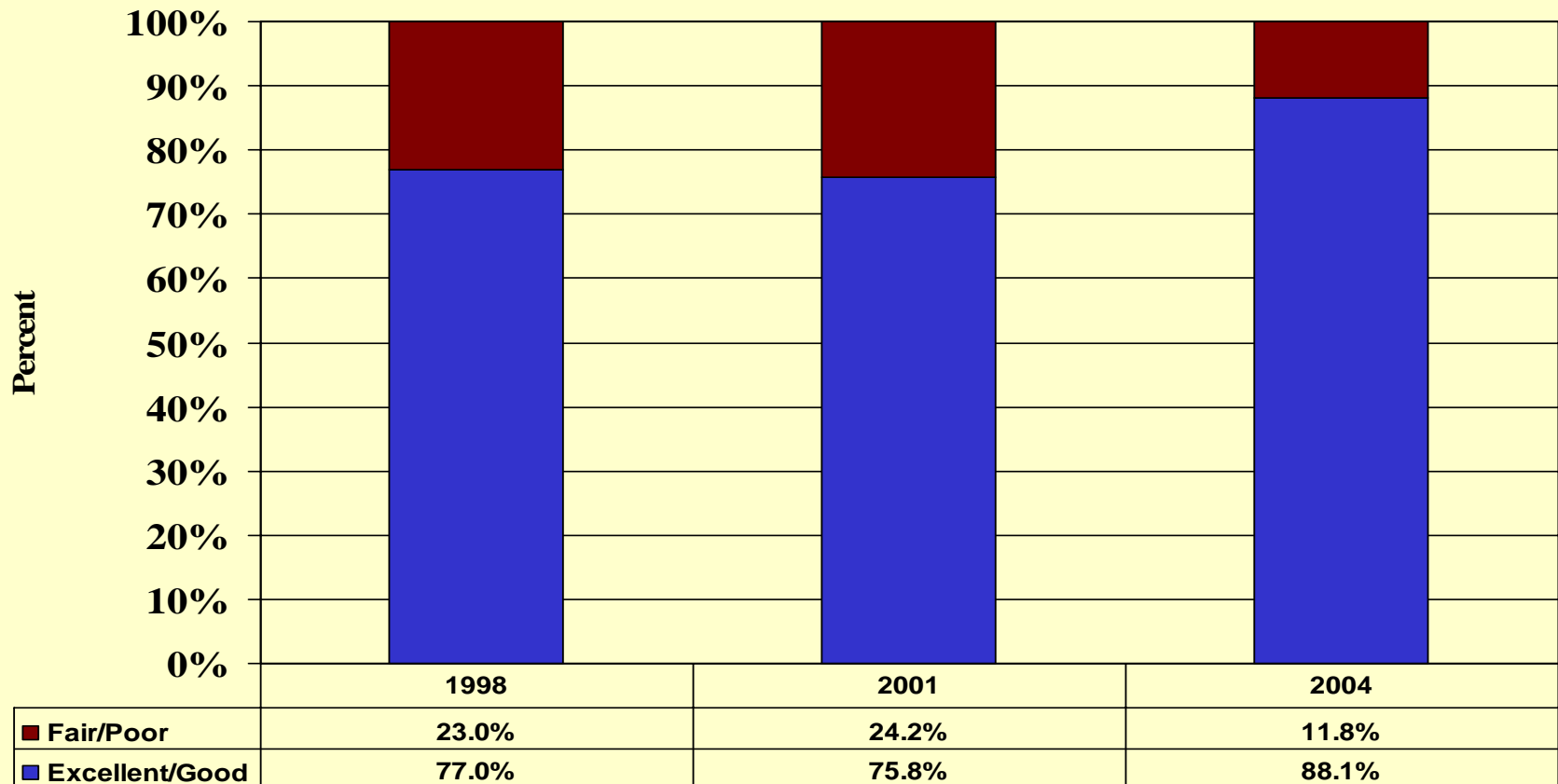




# 2004 Chesterfield County Citizen Survey Results

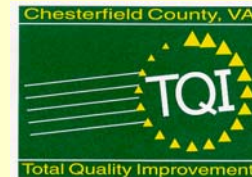


## 44. How would you rate county employees on courtesy?

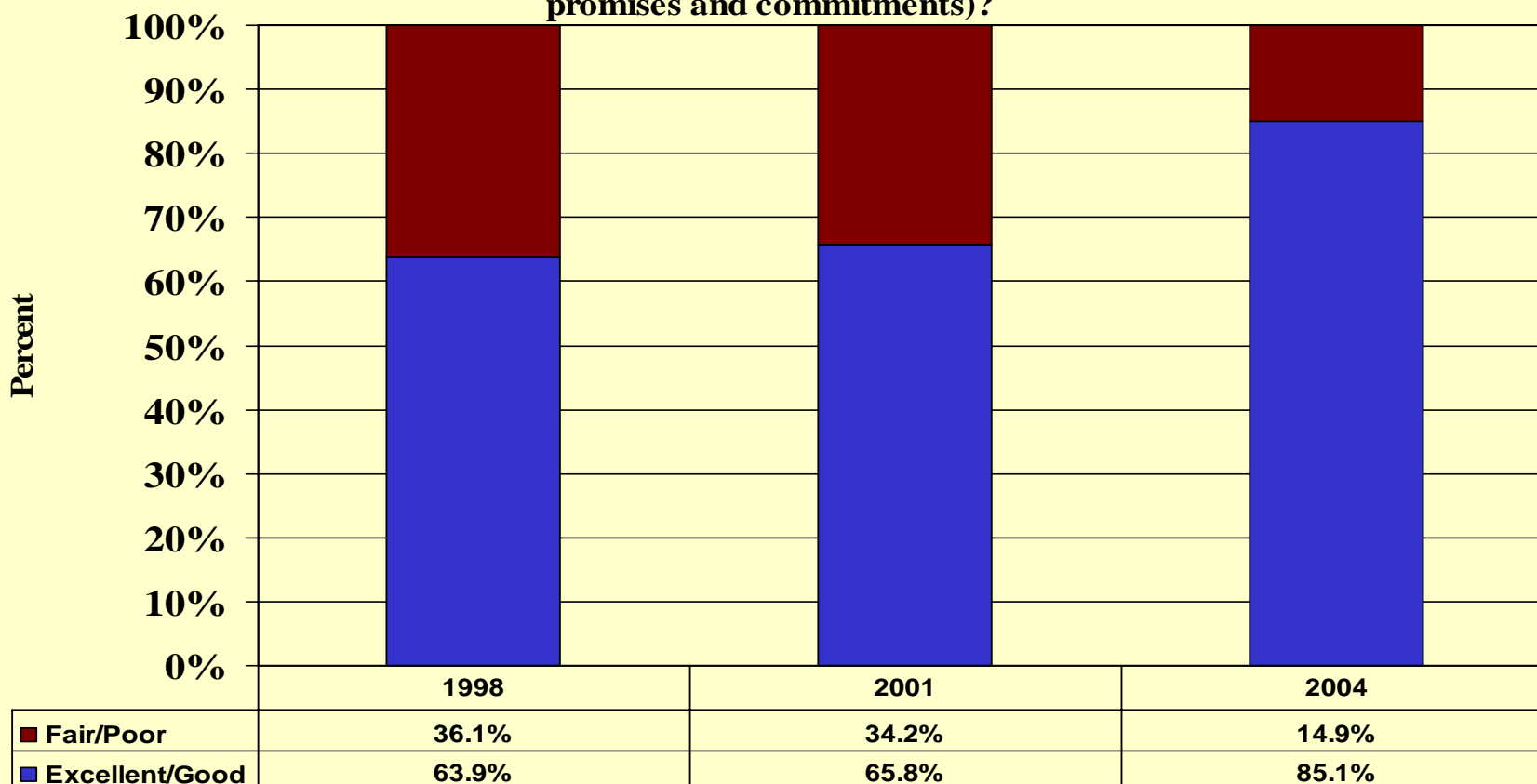




# 2004 Chesterfield County Citizen Survey Results



**45. How would you rate county employees on reliability (follow through on promises and commitments)?**

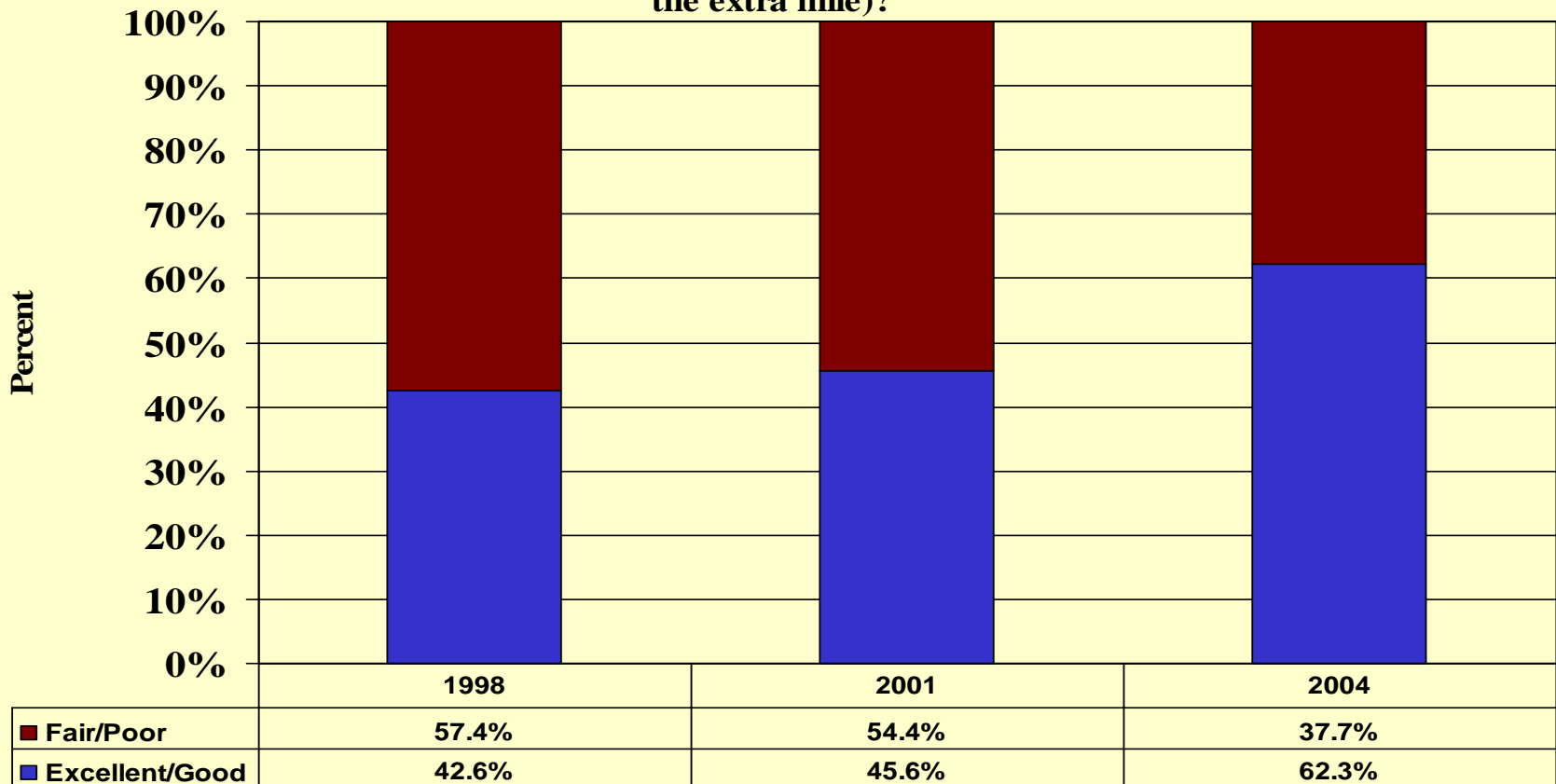




# 2004 Chesterfield County Citizen Survey Results

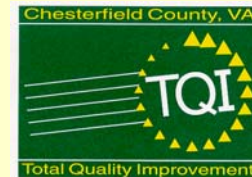


**46. How would you rate county employees on exceeding your expectations (going the extra mile)?**

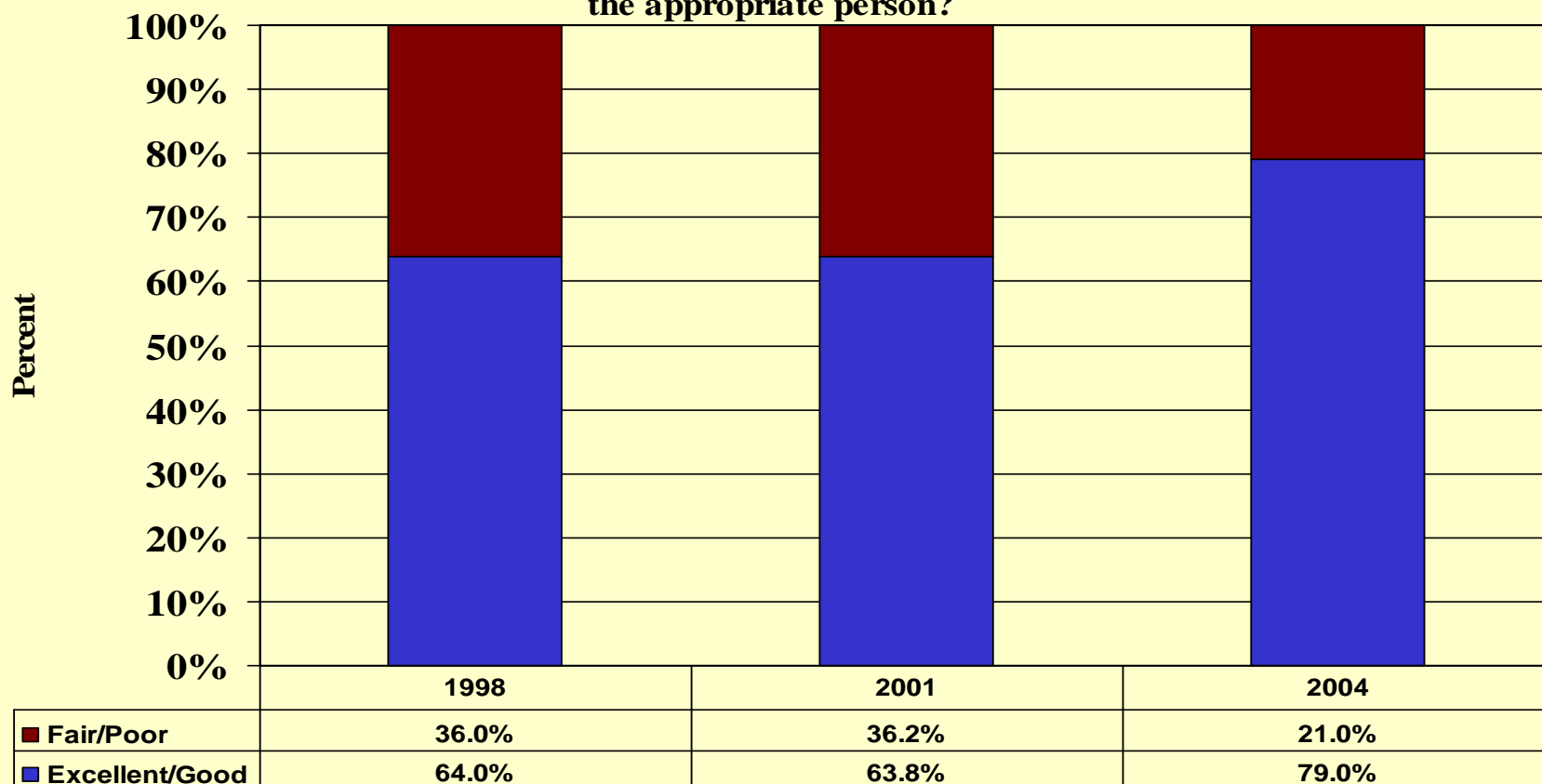




# 2004 Chesterfield County Citizen Survey Results



**47. How would you rate county employees on their ability to direct your calls to the appropriate person?**

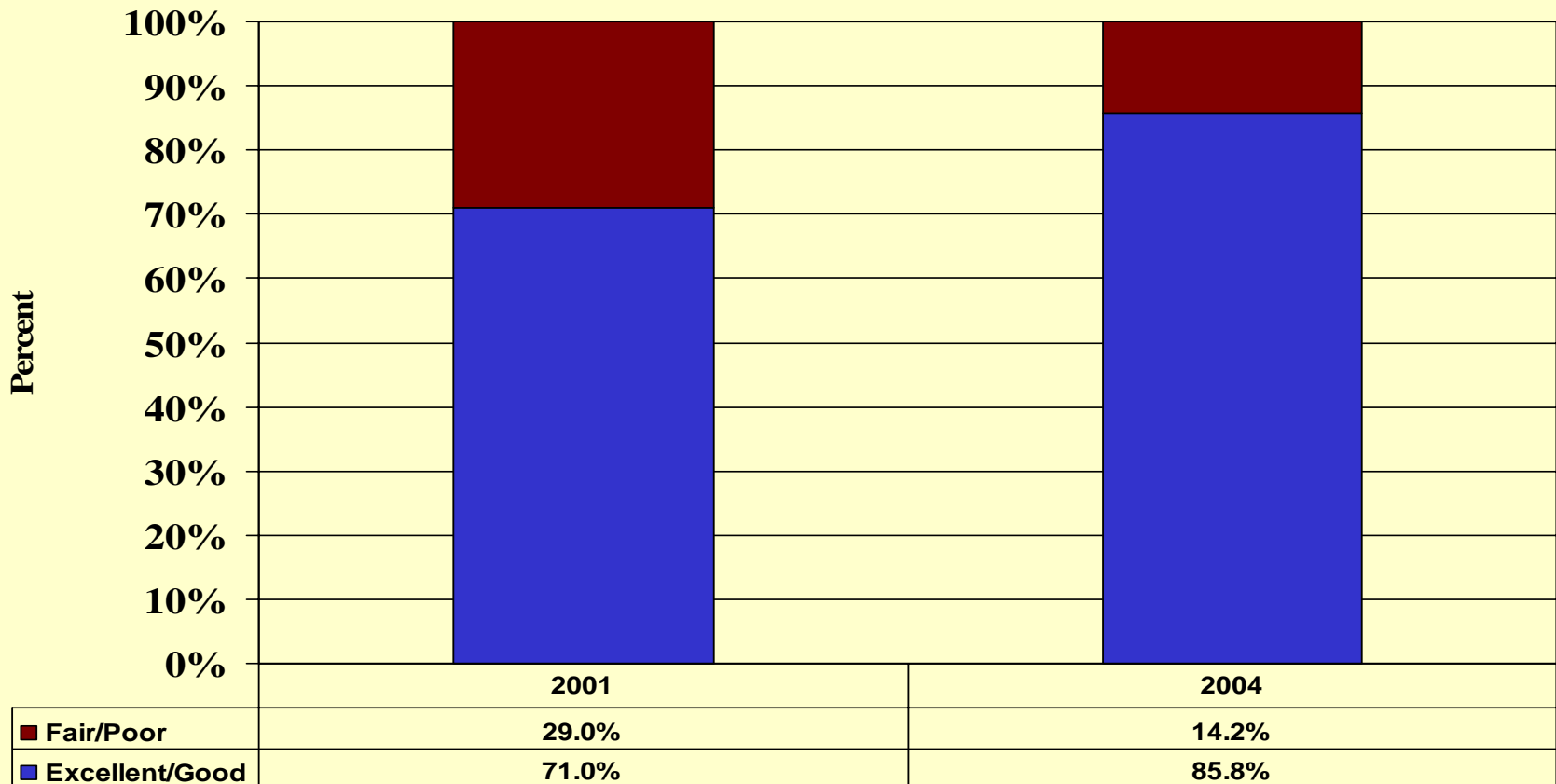




# 2004 Chesterfield County Citizen Survey Results



## 48. How would you rate county employees on ethics and integrity?



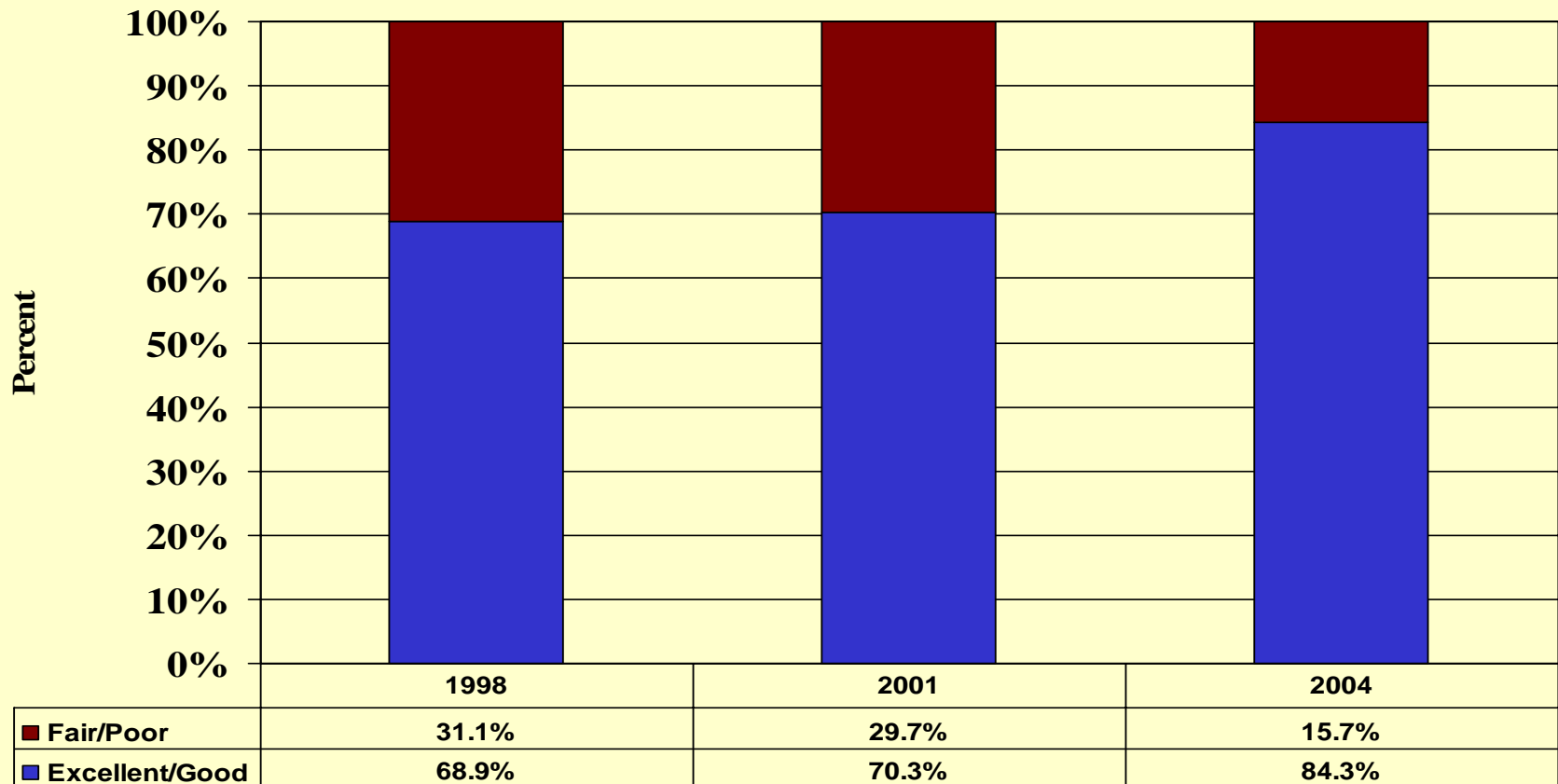




# 2004 Chesterfield County Citizen Survey Results

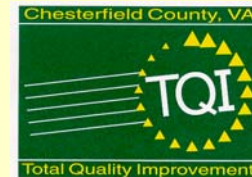


**49. How would you rate county employees on overall customer service?**

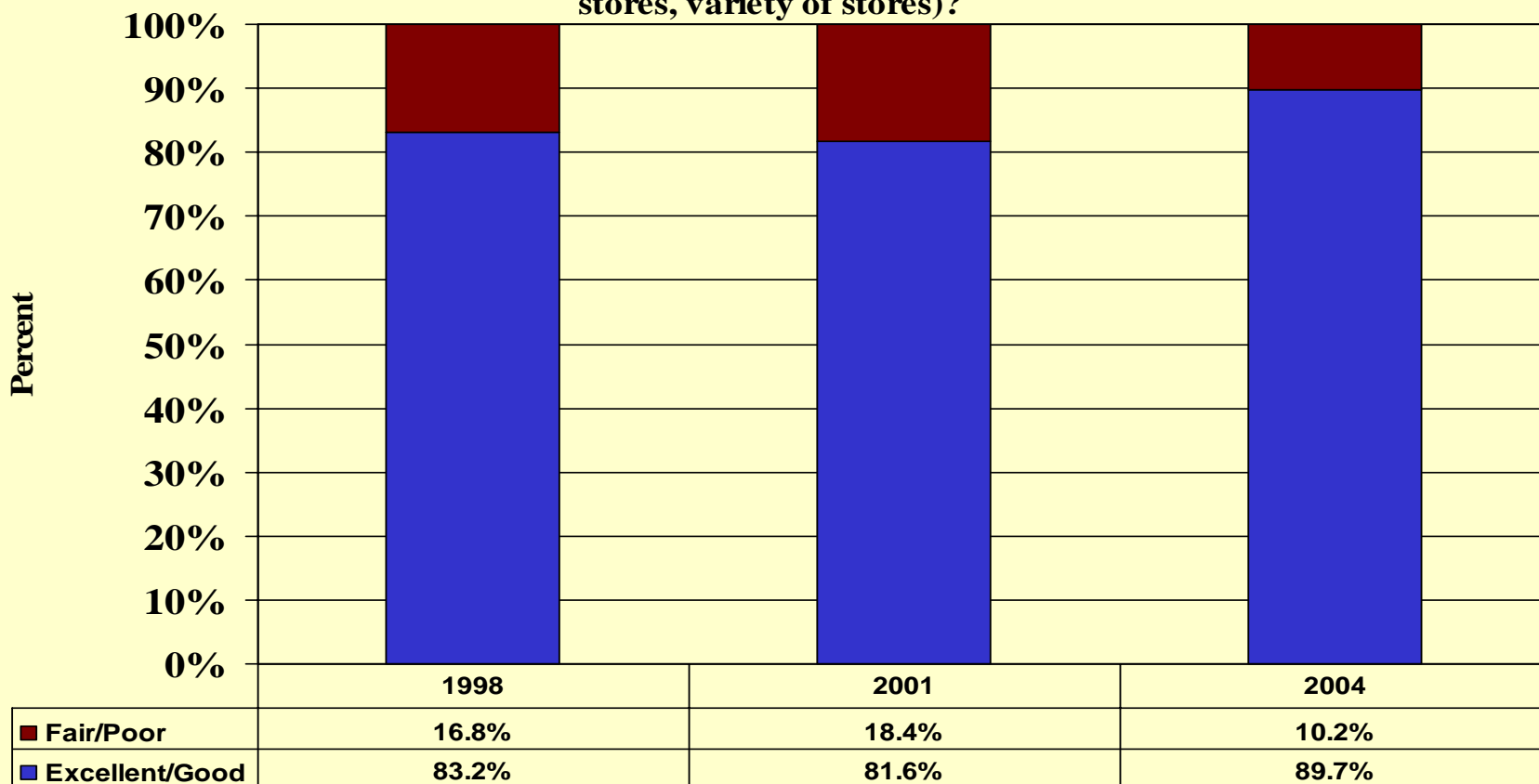




# 2004 Chesterfield County Citizen Survey Results



**50. How would you rate shopping opportunities in chesterfield Conty (Close to stores, variety of stores)?**

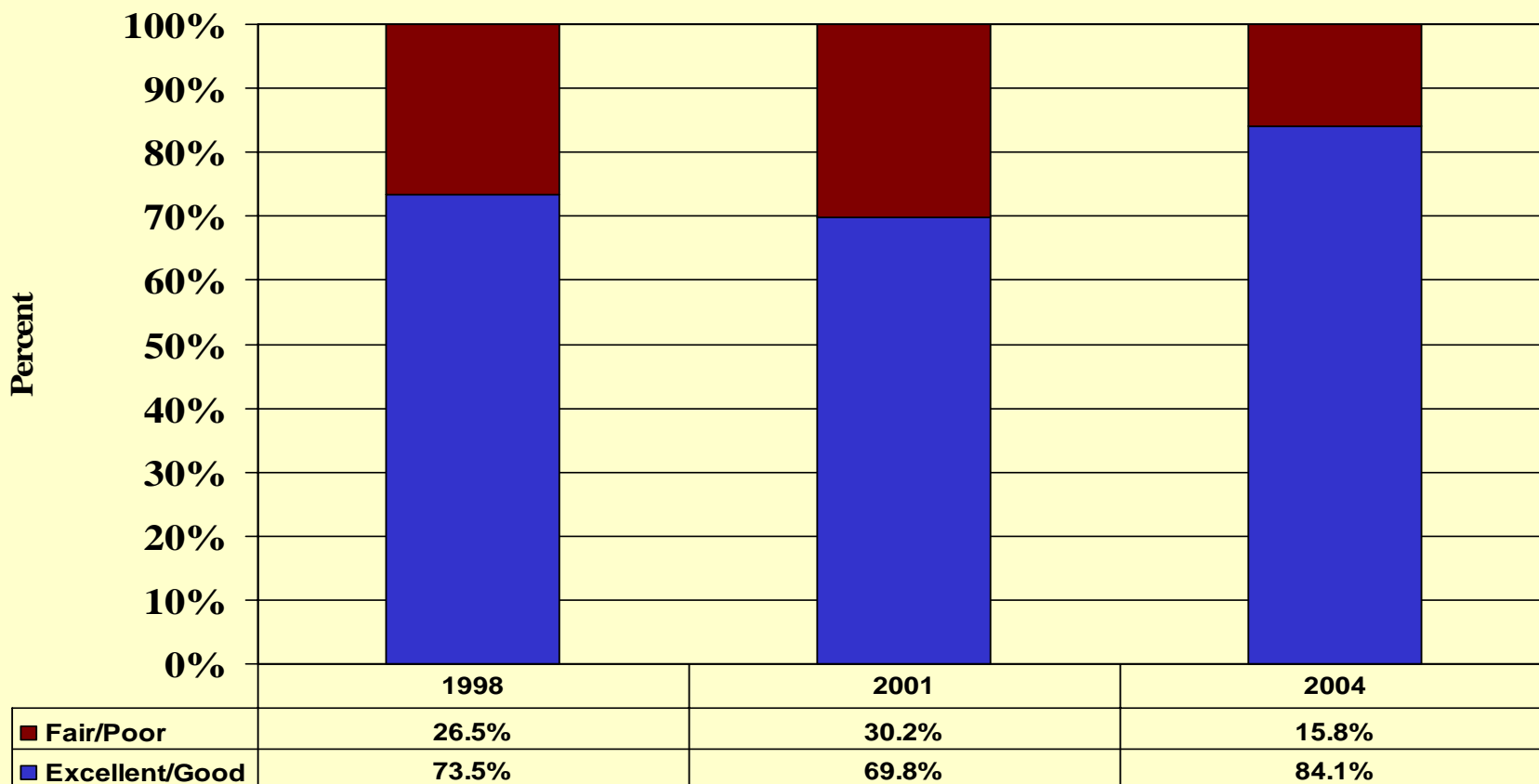




# 2004 Chesterfield County Citizen Survey Results

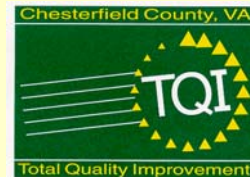


## 51. How would you rate dining opportunities in Chesterfield County?

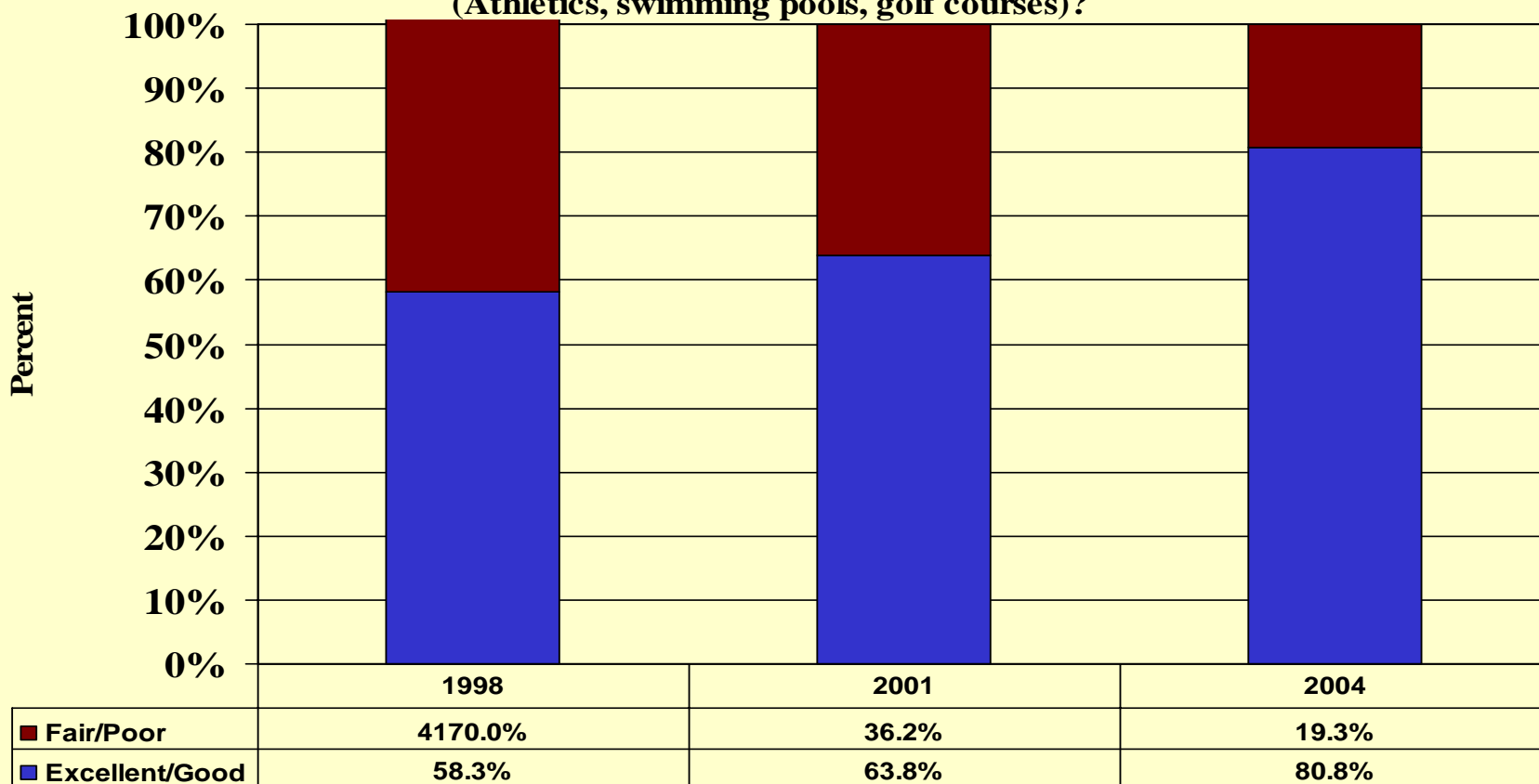




# 2004 Chesterfield County Citizen Survey Results



**52. How would you rate recreation opportunities in Chesterfield County  
(Athletics, swimming pools, golf courses)?**

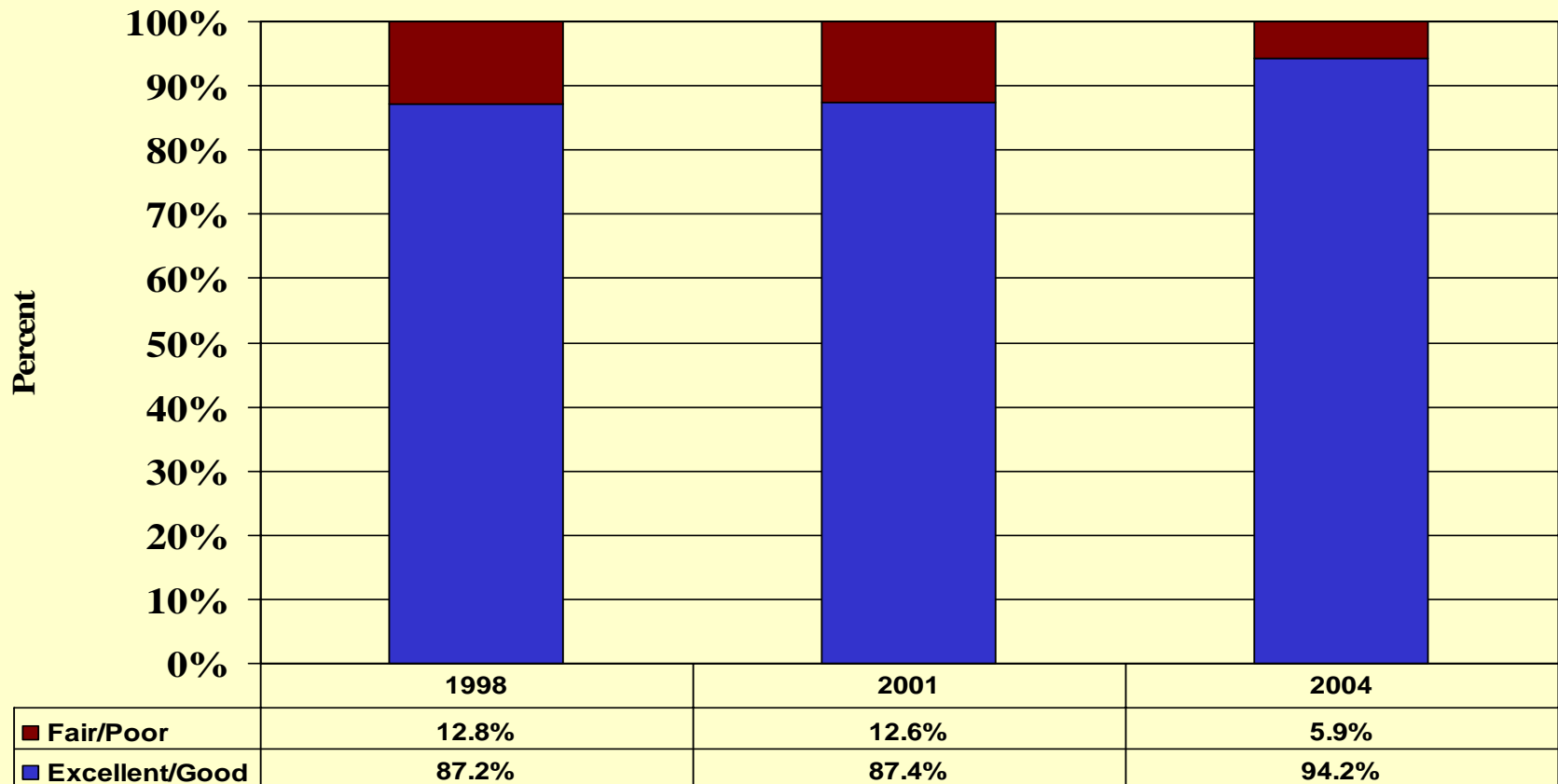




# 2004 Chesterfield County Citizen Survey Results

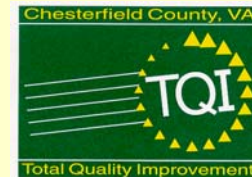


## 53. How would you rate religious opportunities in Chesterfield County?

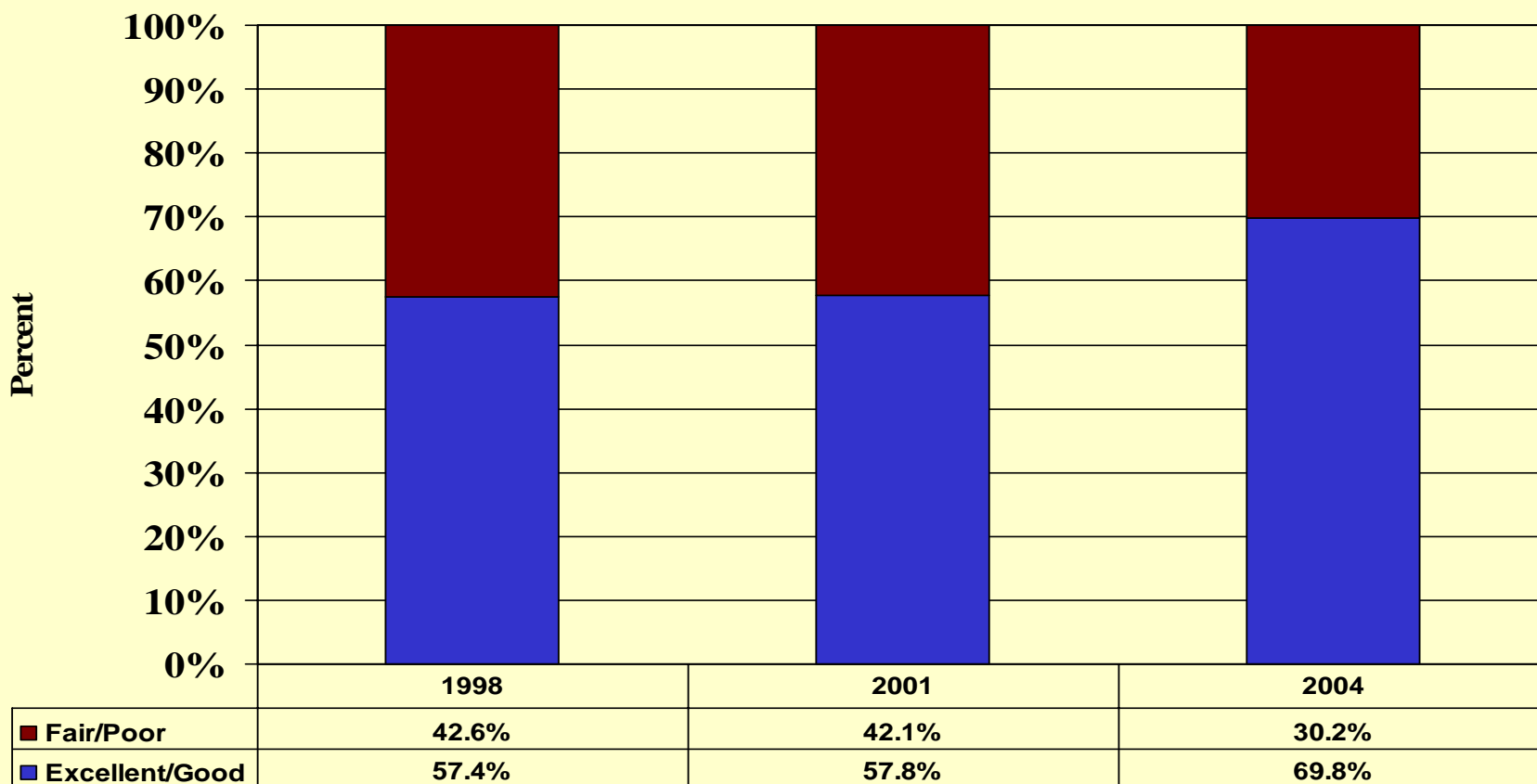




# 2004 Chesterfield County Citizen Survey Results

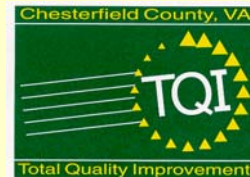


## 54. How would you rate cable television in Chesterfield County?

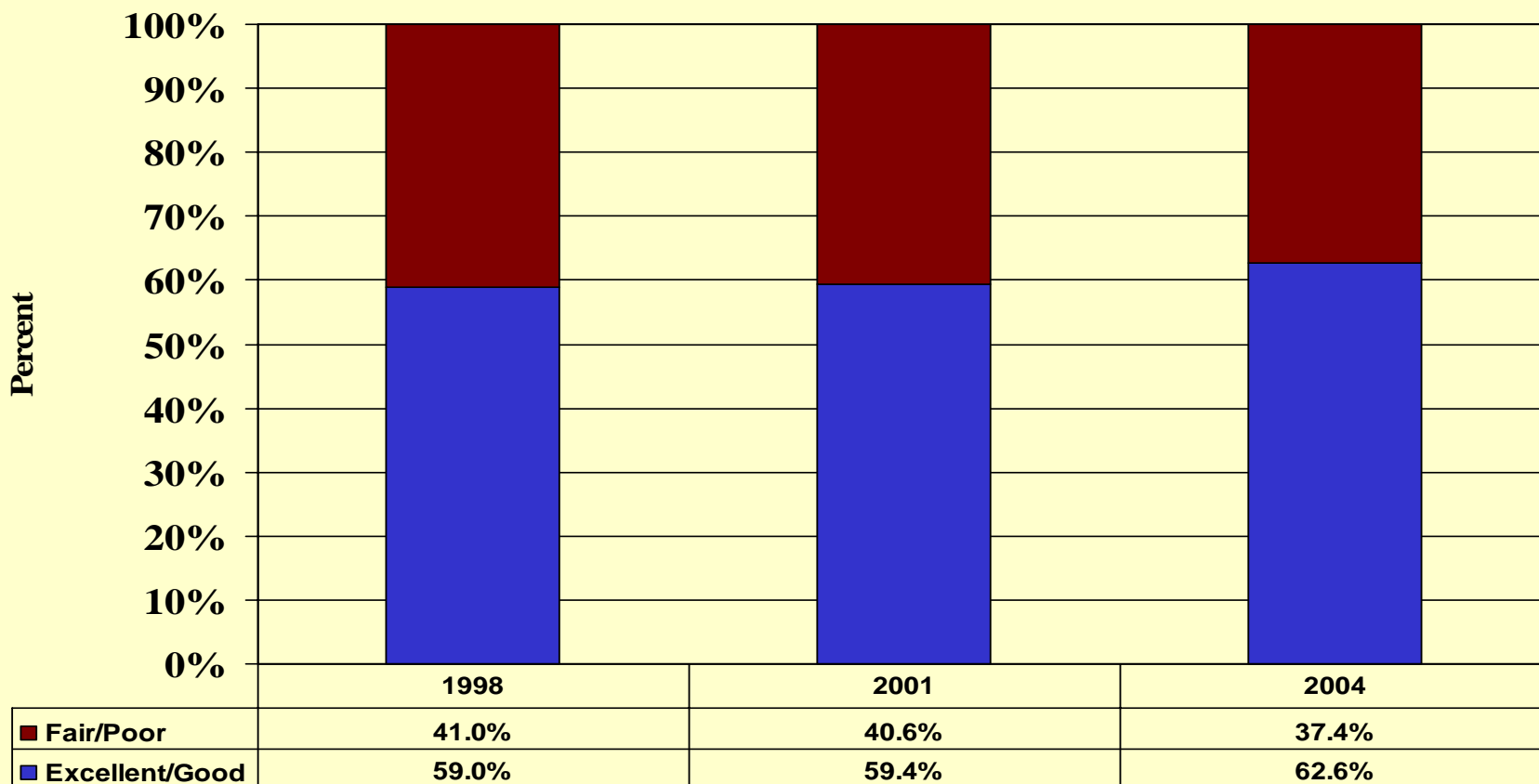




# 2004 Chesterfield County Citizen Survey Results

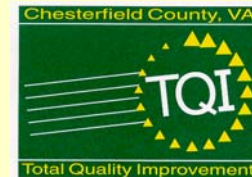


**55. How would you rate museums/historical sites in Chesterfield County?**

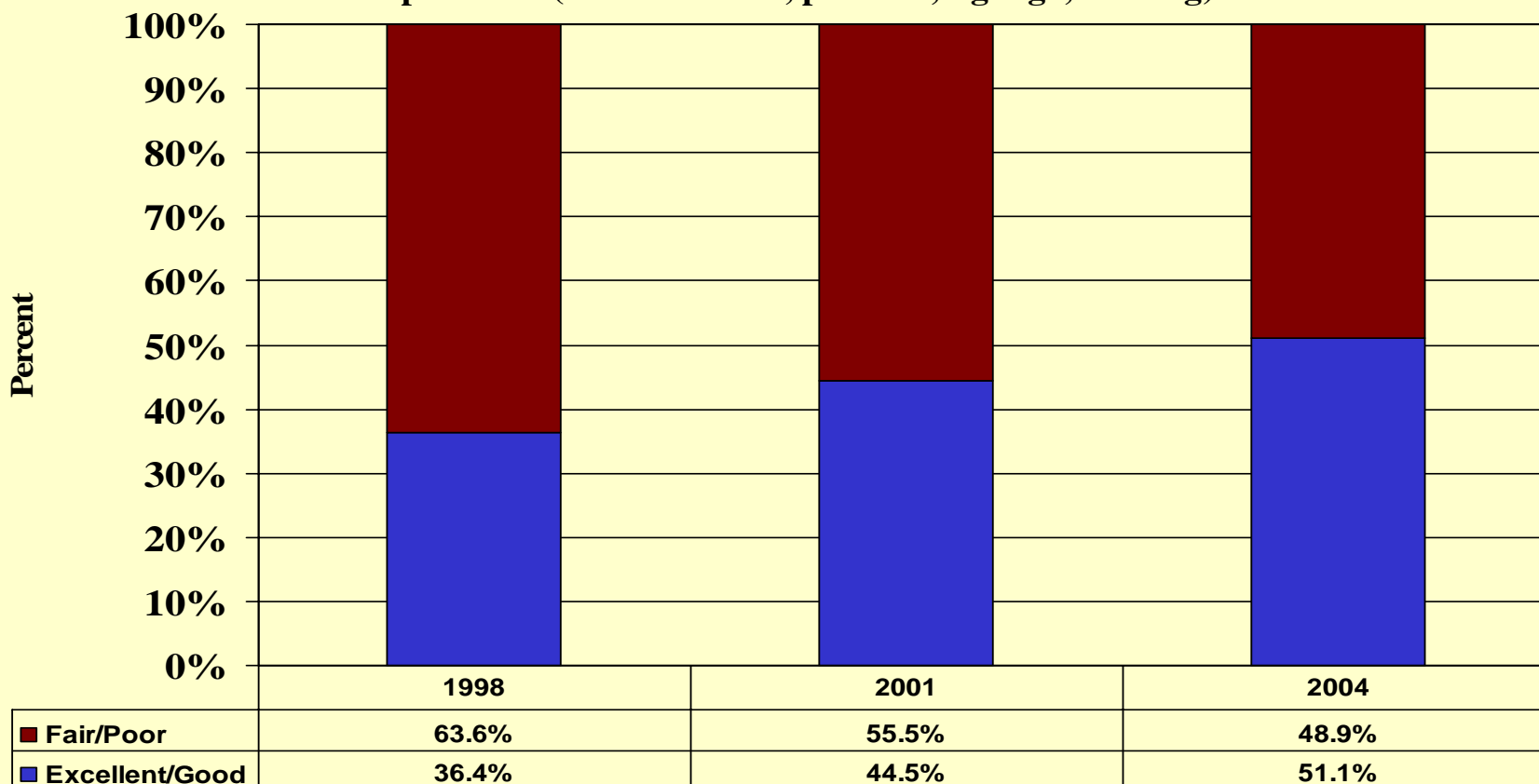




# 2004 Chesterfield County Citizen Survey Results



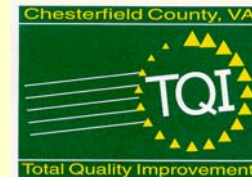
**56. How would you rate road maintenance, the condition of Chesterfield County's roads and highways as maintained by the Virginia Department of Transportation (Snow removal, potholes, signage, mowing)?**



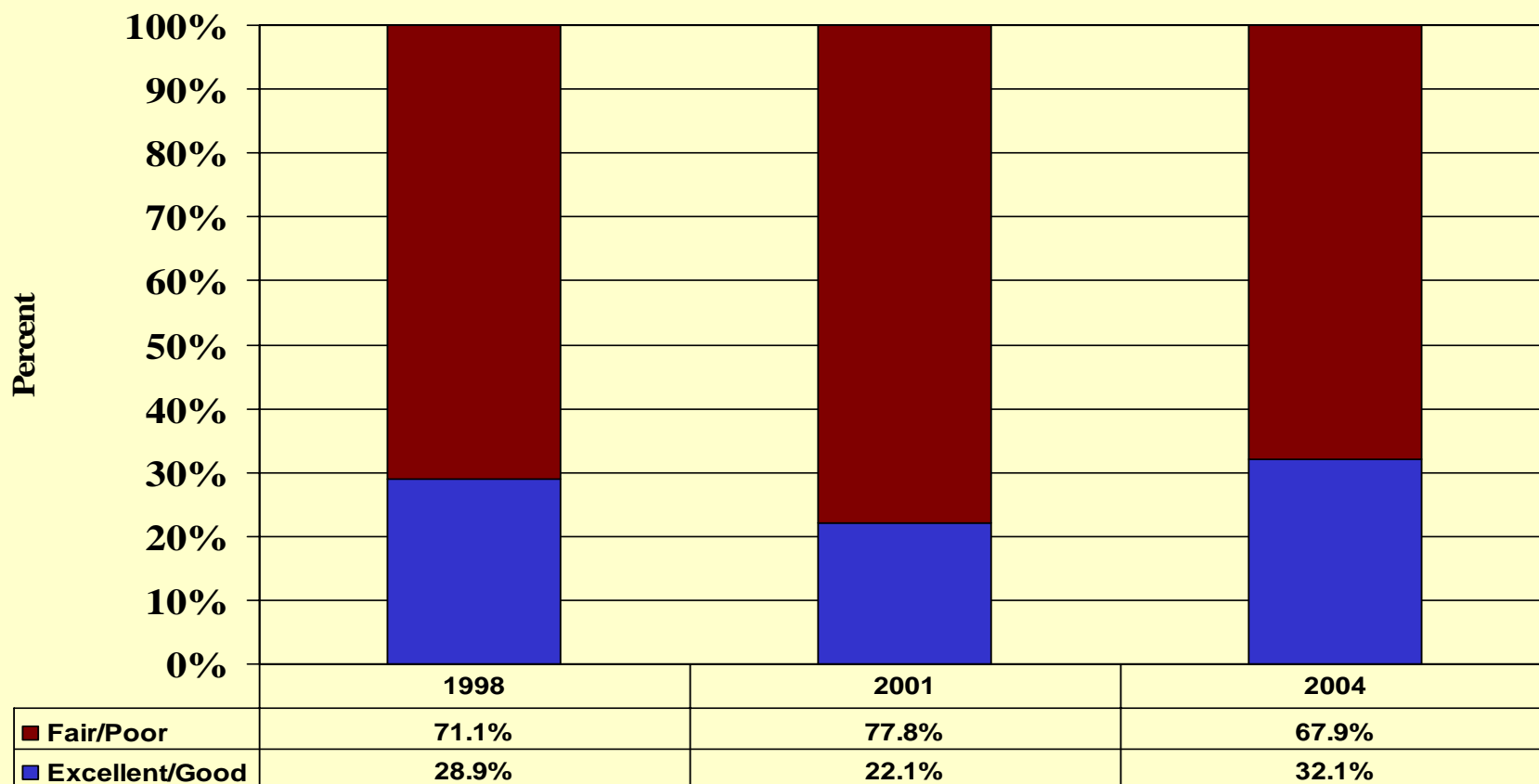




# 2004 Chesterfield County Citizen Survey Results

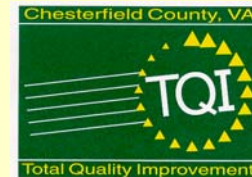


**57. How would you rate traffic congestion in Chesterfield County?**

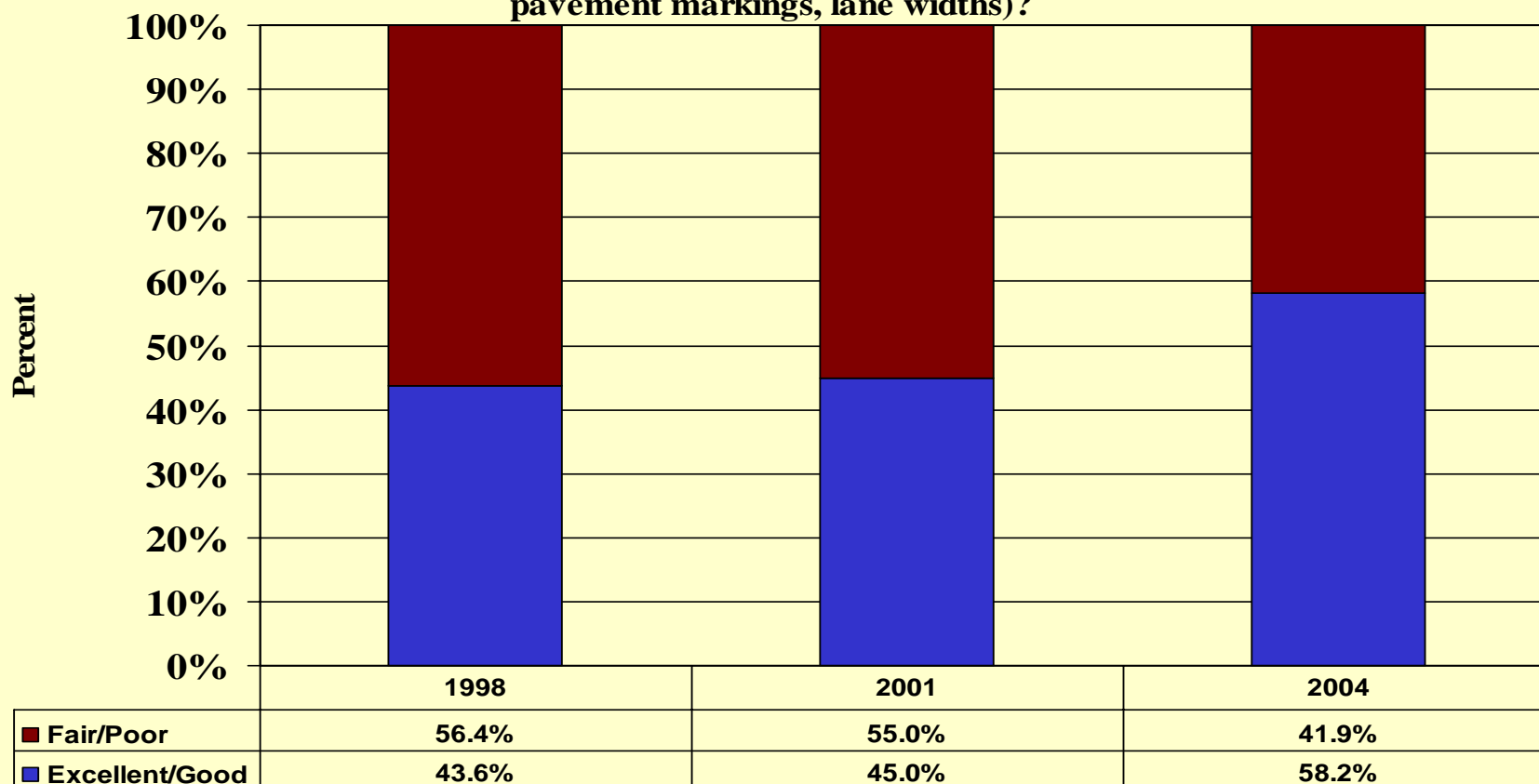




# 2004 Chesterfield County Citizen Survey Results



**58. How would you rate traffic safety in Chesterfield County (Shoulders, pavement markings, lane widths)?**

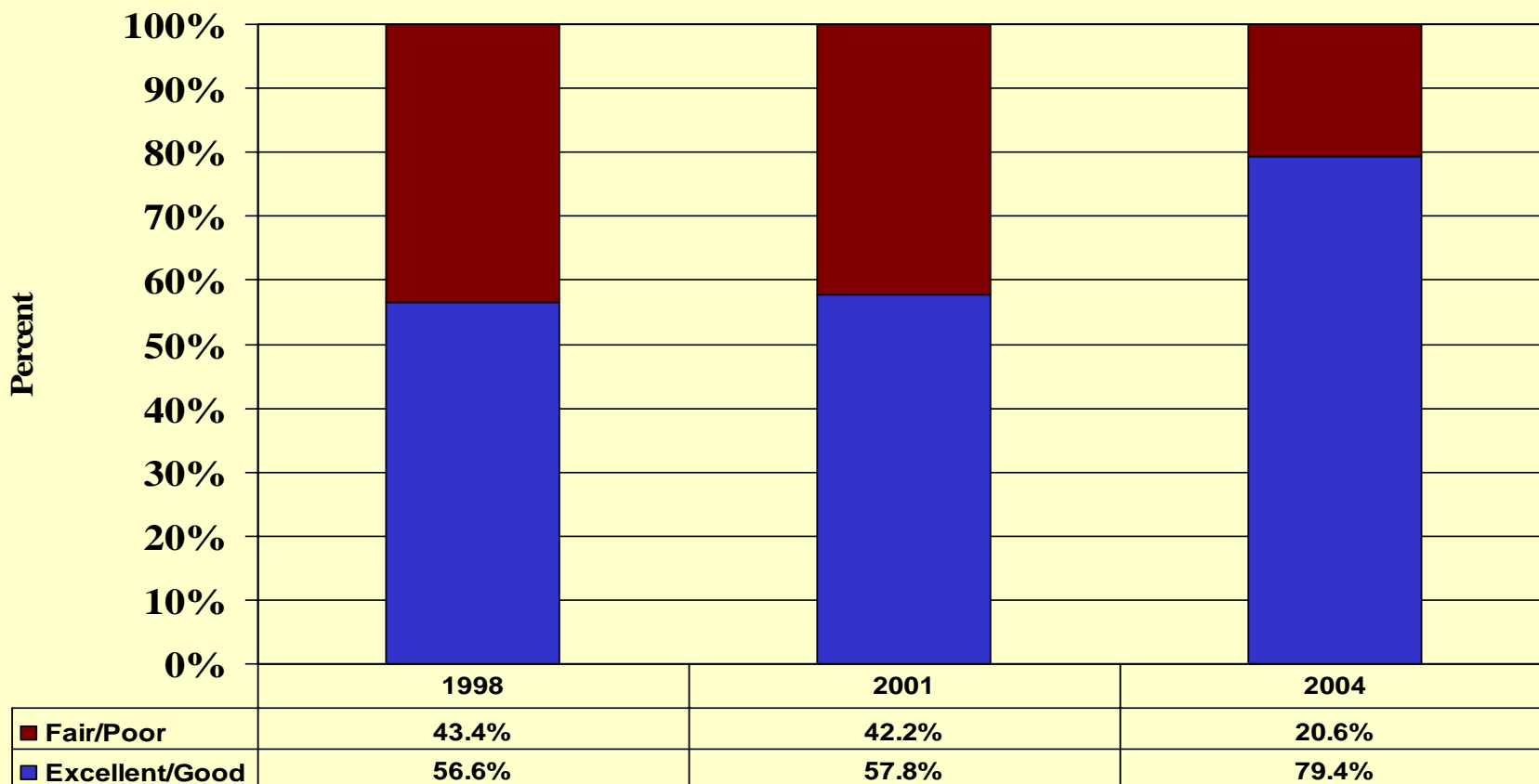




# 2004 Chesterfield County Citizen Survey Results

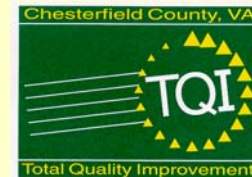


**59. How would you rate school transportation in Chesterfield County?**

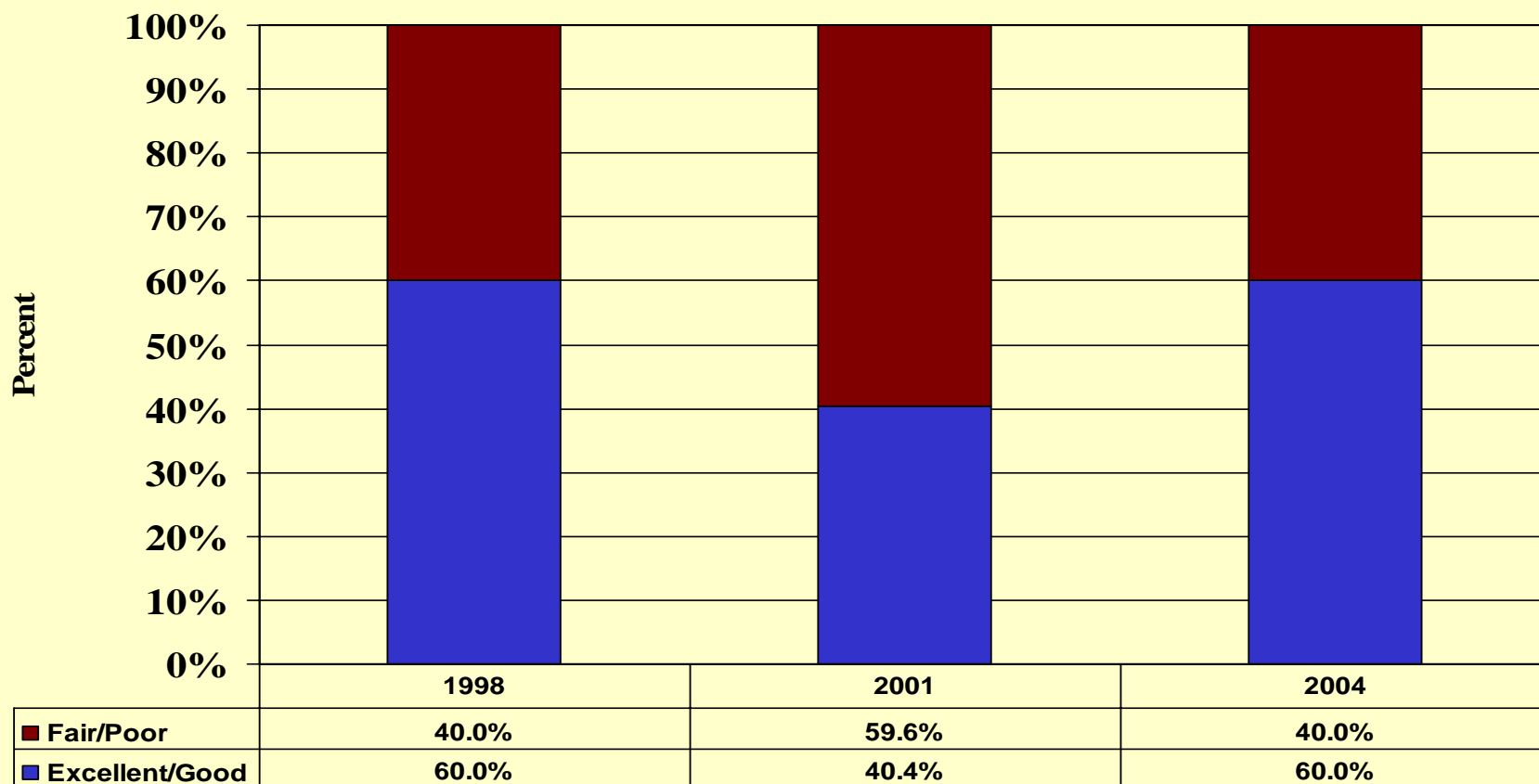




# 2004 Chesterfield County Citizen Survey Results

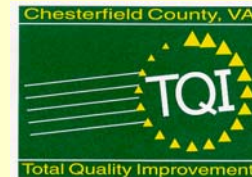


**60. How would you rate access to air passenger service in the Metro area?**

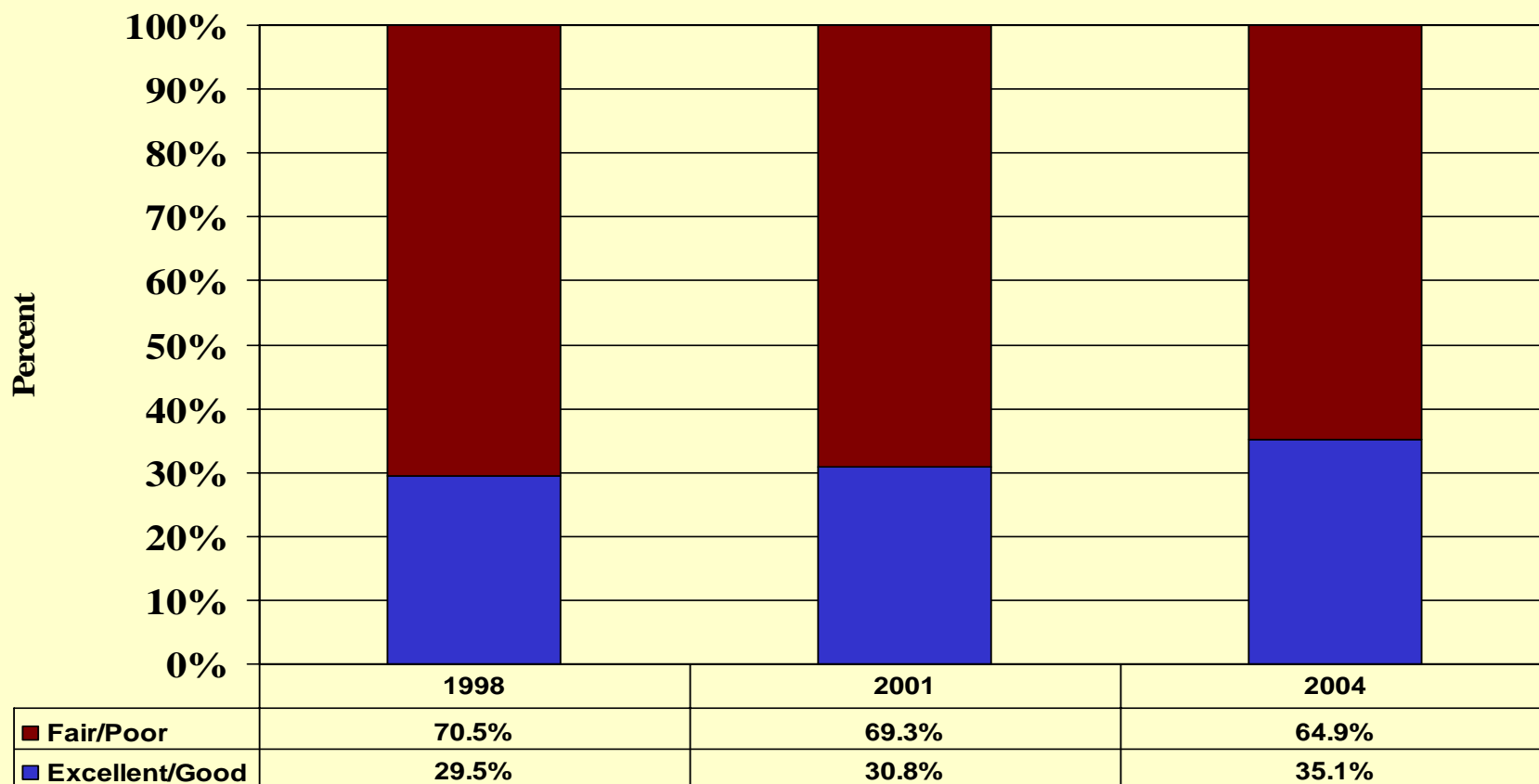




# 2004 Chesterfield County Citizen Survey Results



**61. How would you rate access to rail passenger service in the Metro area?**

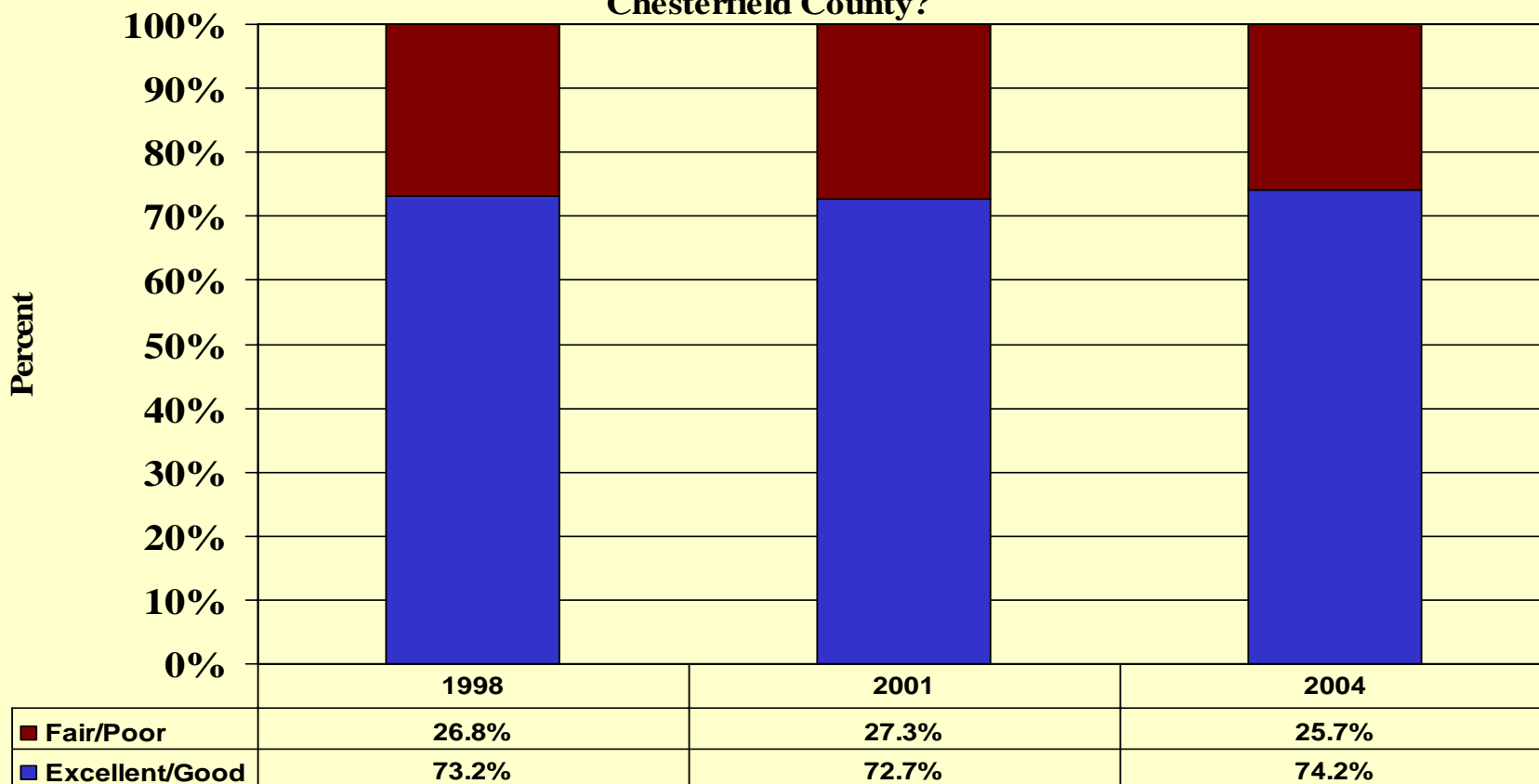




# 2004 Chesterfield County Citizen Survey Results



**62. How would you rate the availability of safe, affordable housing choices in Chesterfield County?**

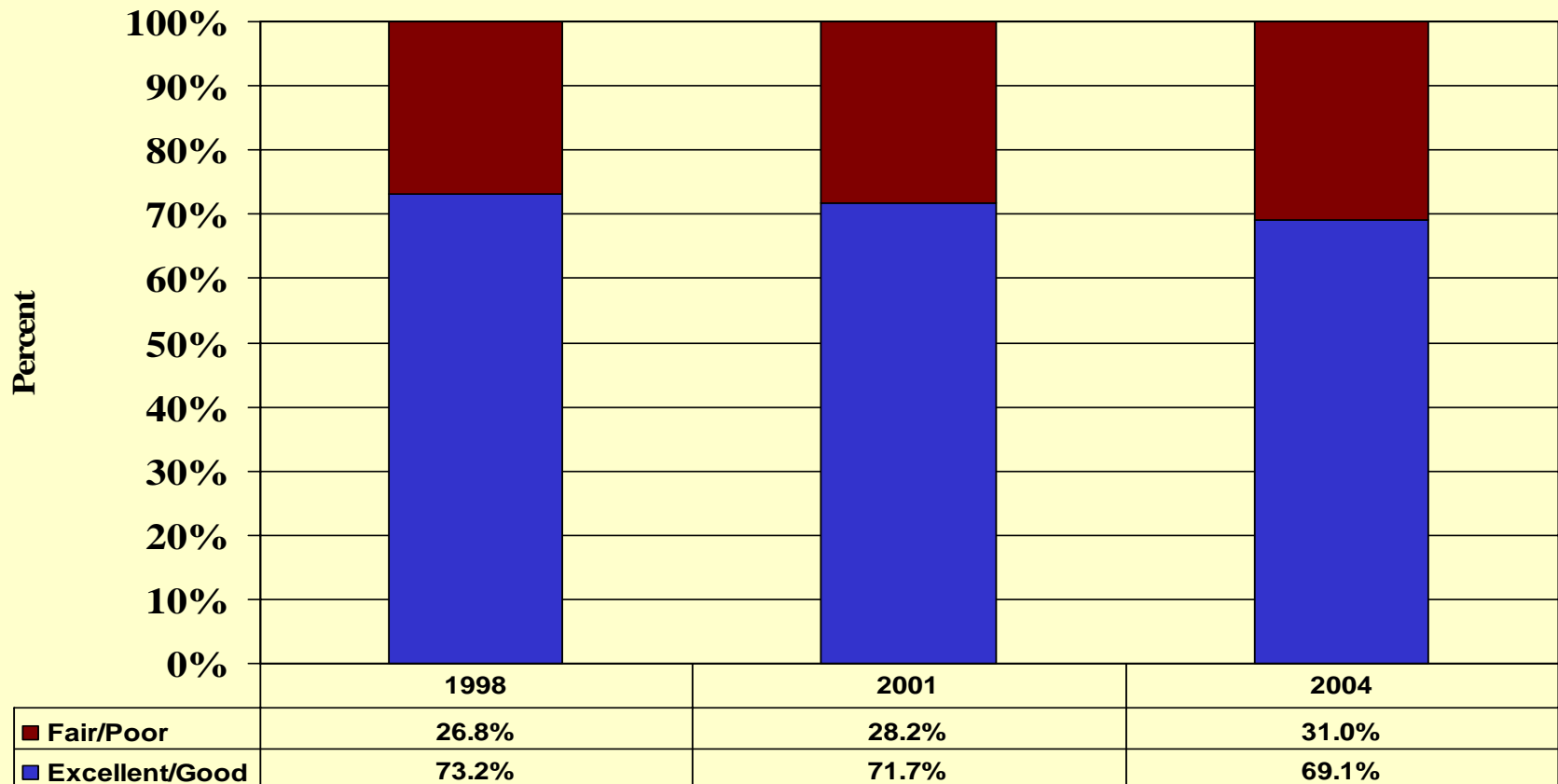




# 2004 Chesterfield County Citizen Survey Results

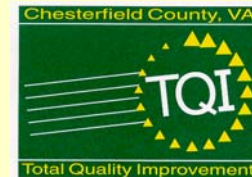


## 63. How would you rate the cost of living in Chesterfield County?

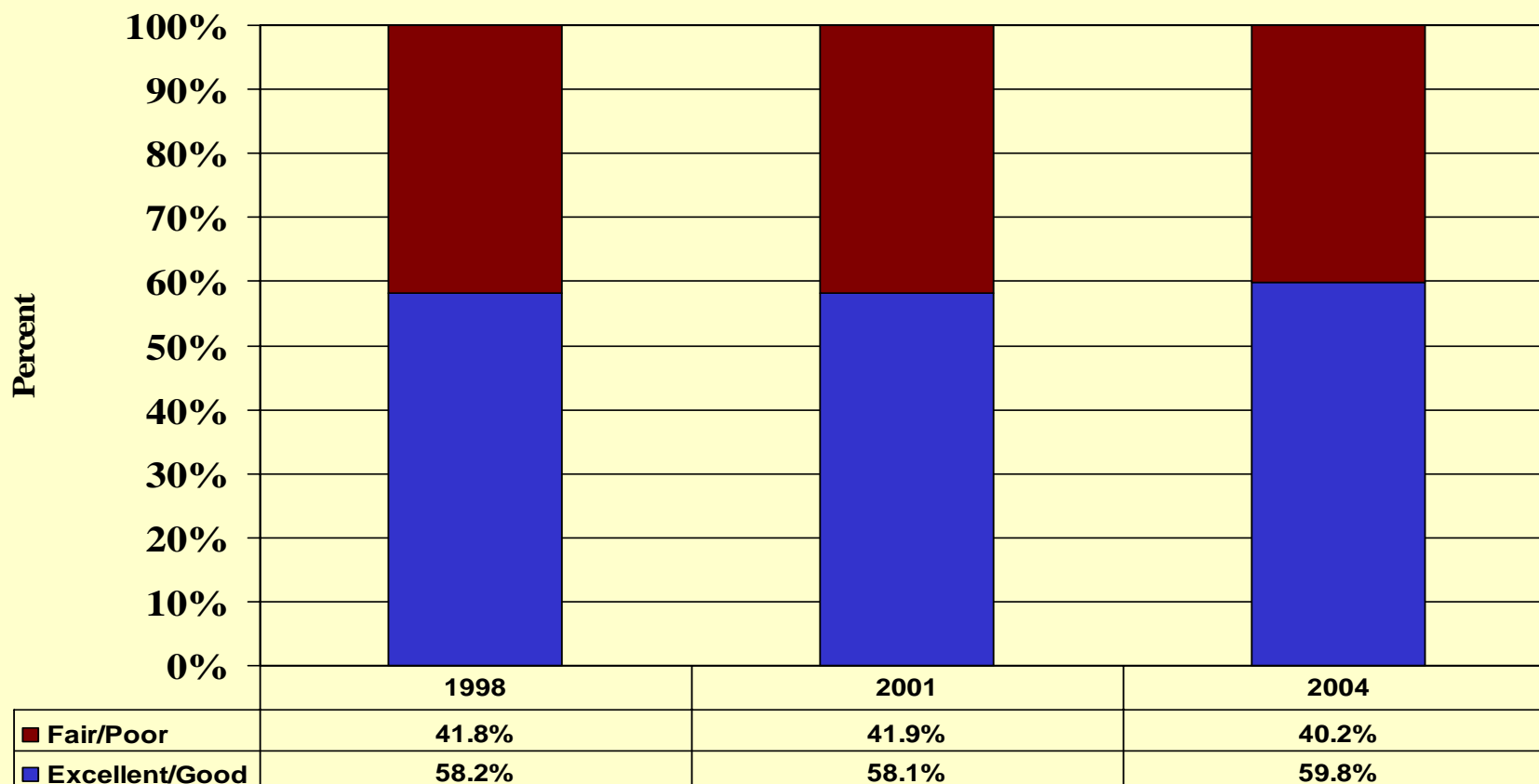




# 2004 Chesterfield County Citizen Survey Results



## 64. How would you rate job opportunities in Chesterfield County?



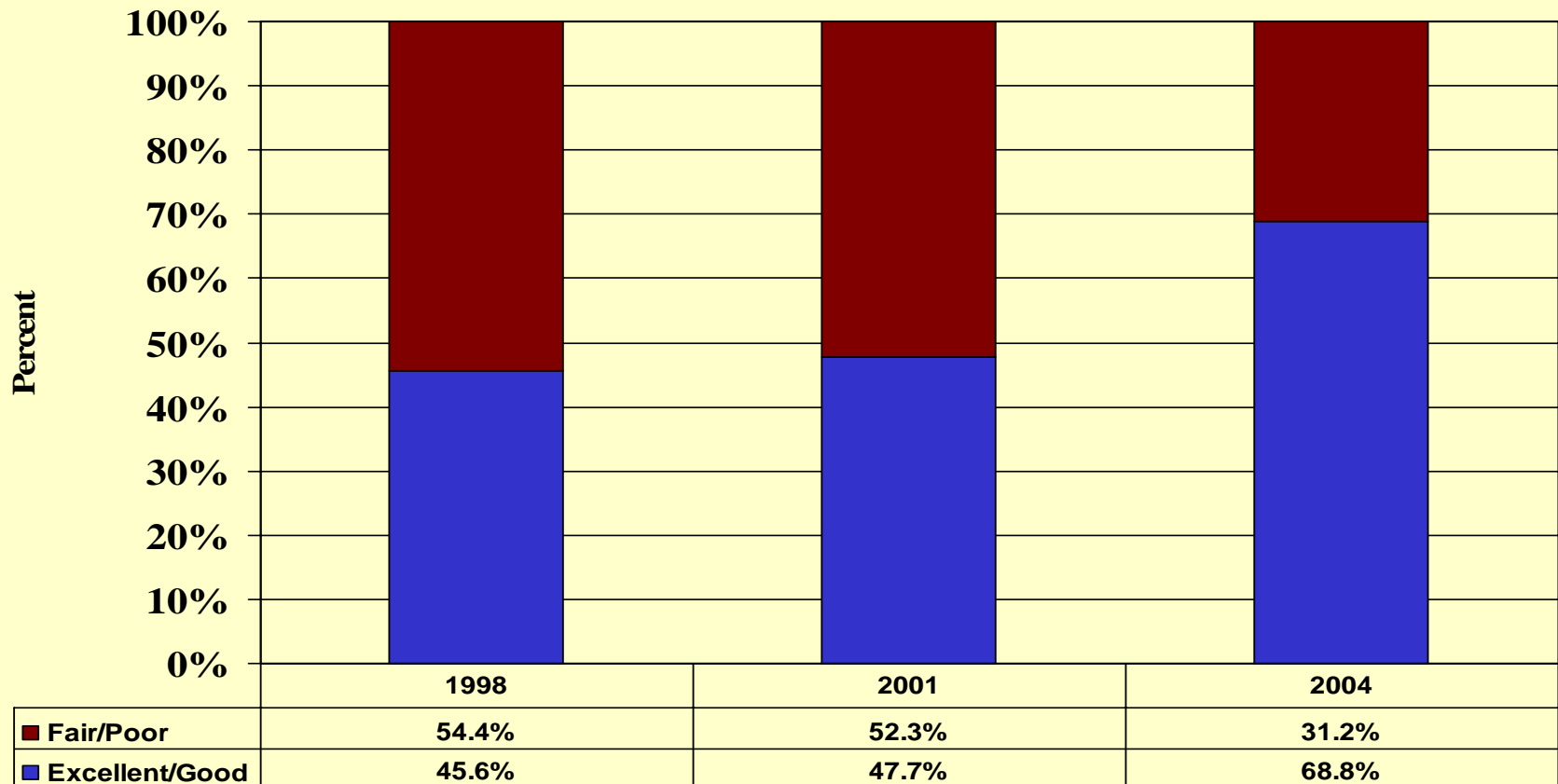




# 2004 Chesterfield County Citizen Survey Results



## 65. How would you rate business opportunities in Chesterfield County?

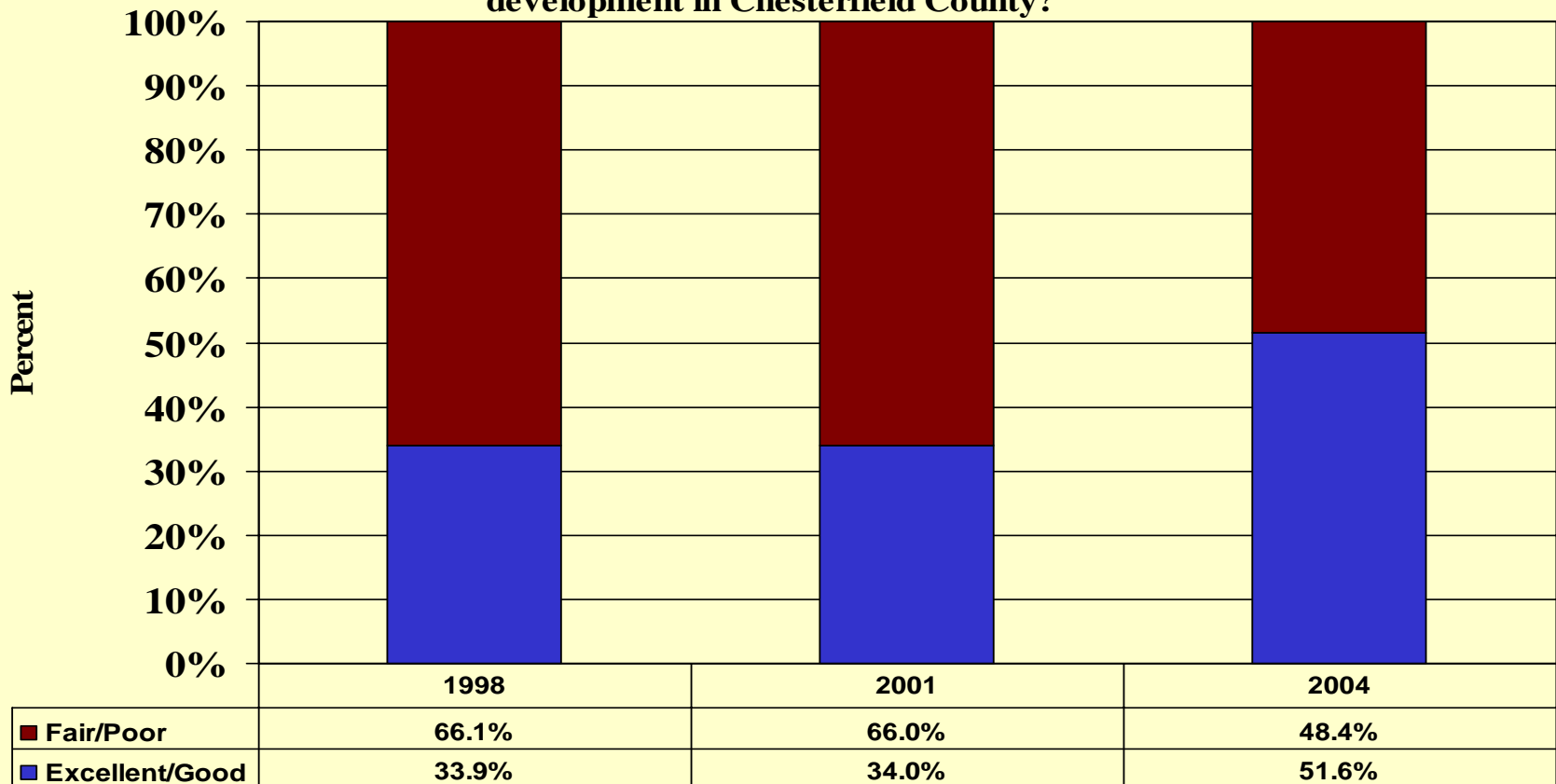




# 2004 Chesterfield County Citizen Survey Results



**66. How would you rate the balance between business and residential development in Chesterfield County?**

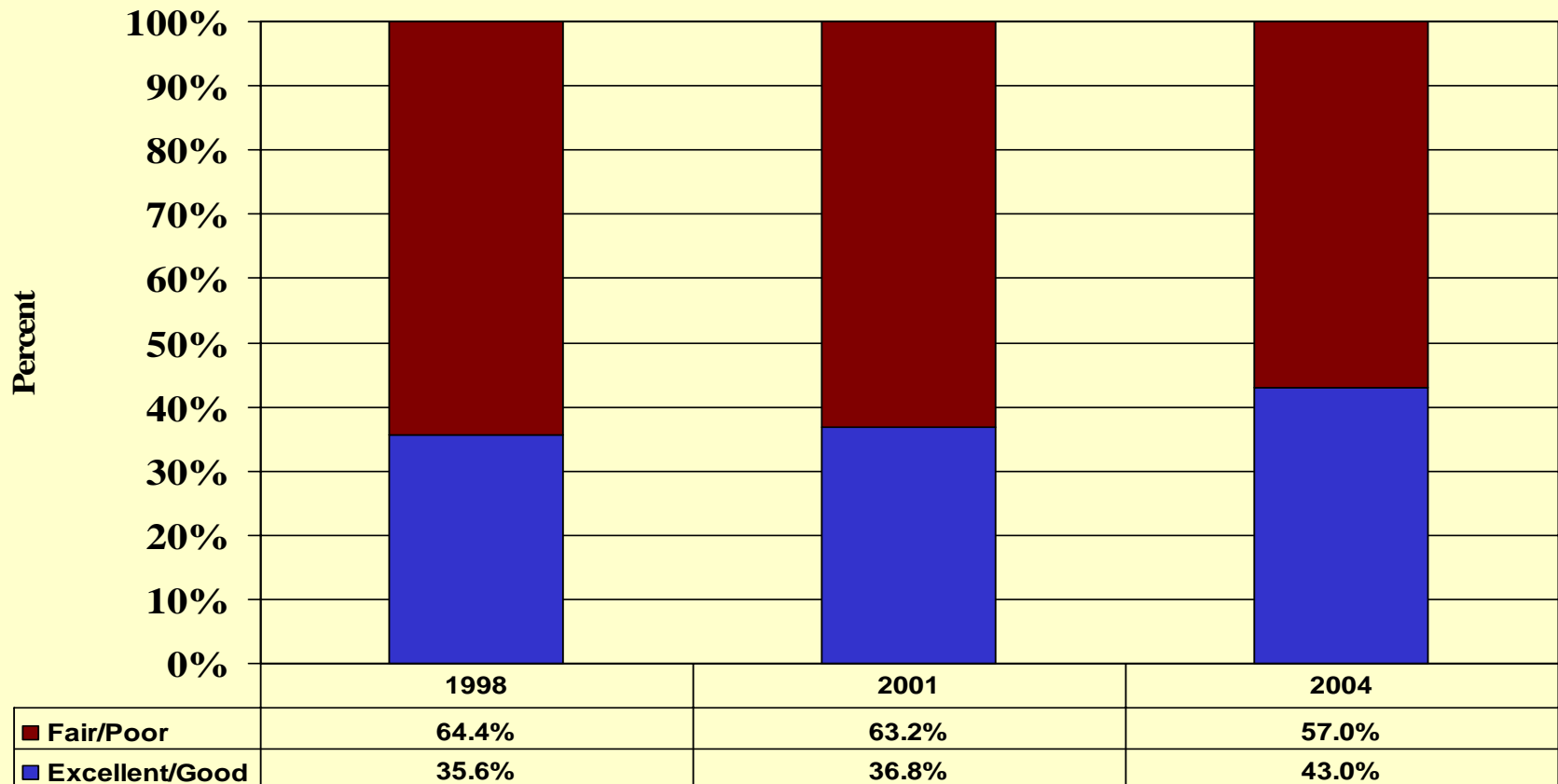




# 2004 Chesterfield County Citizen Survey Results

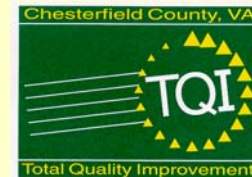


## 67. How would you rate tourism in Chesterfield County?

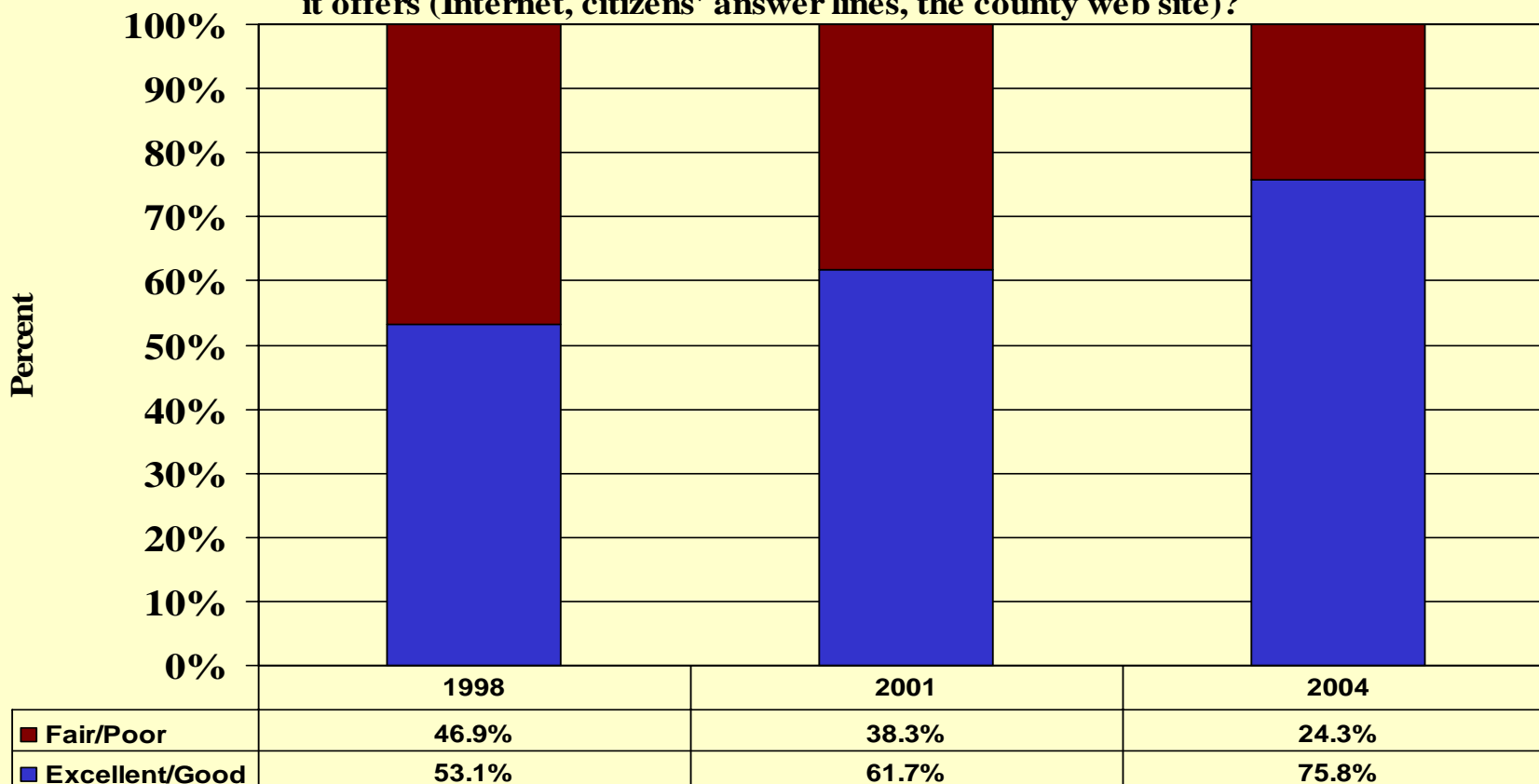




# 2004 Chesterfield County Citizen Survey Results

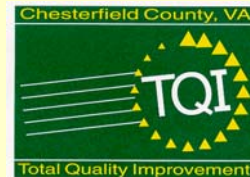


**68. How would you rate how the county uses technology to improve the services it offers (Internet, citizens' answer lines, the county web site)?**

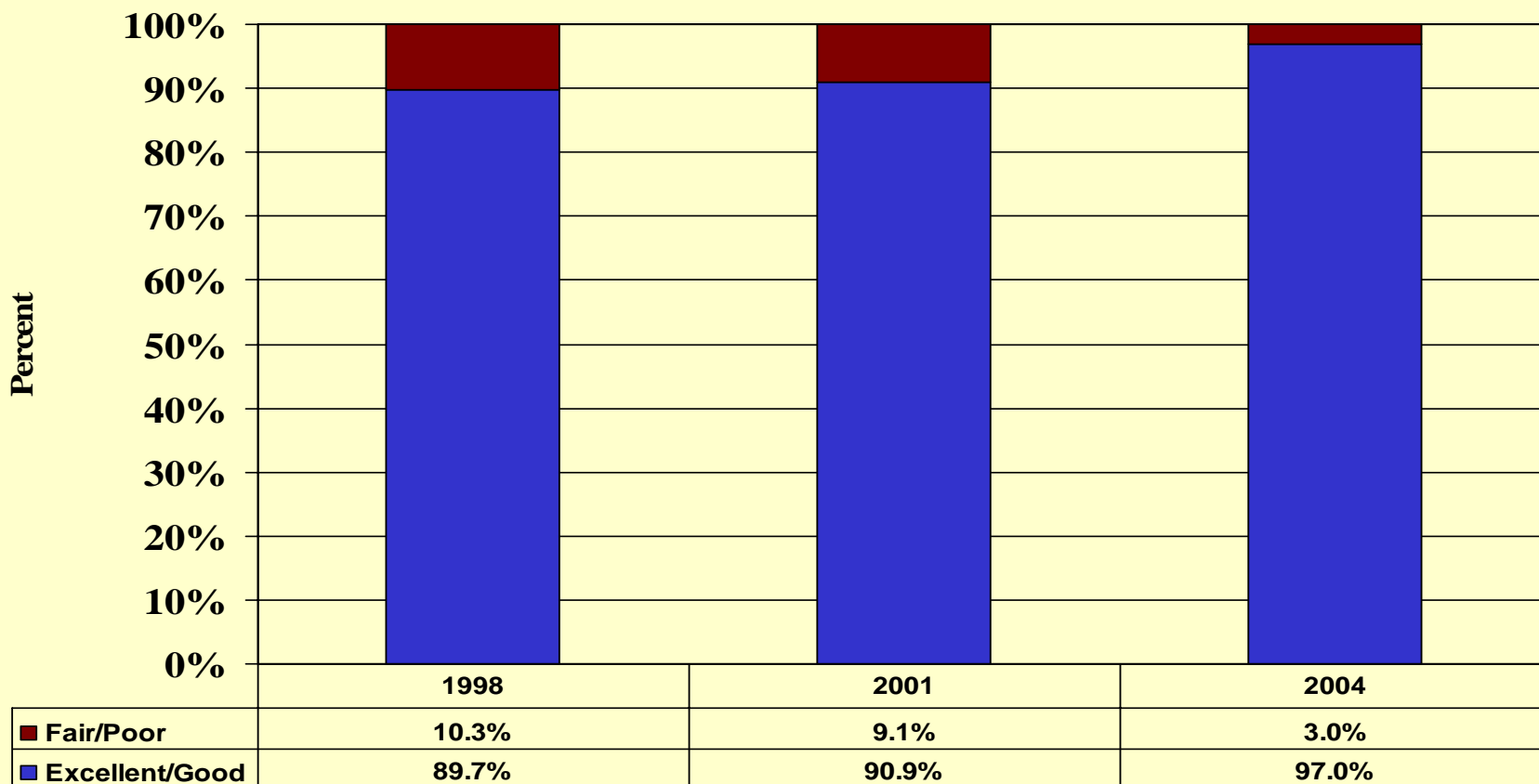




# 2004 Chesterfield County Citizen Survey Results



**69. How would you rate the location of libraries in Chesterfield County?**

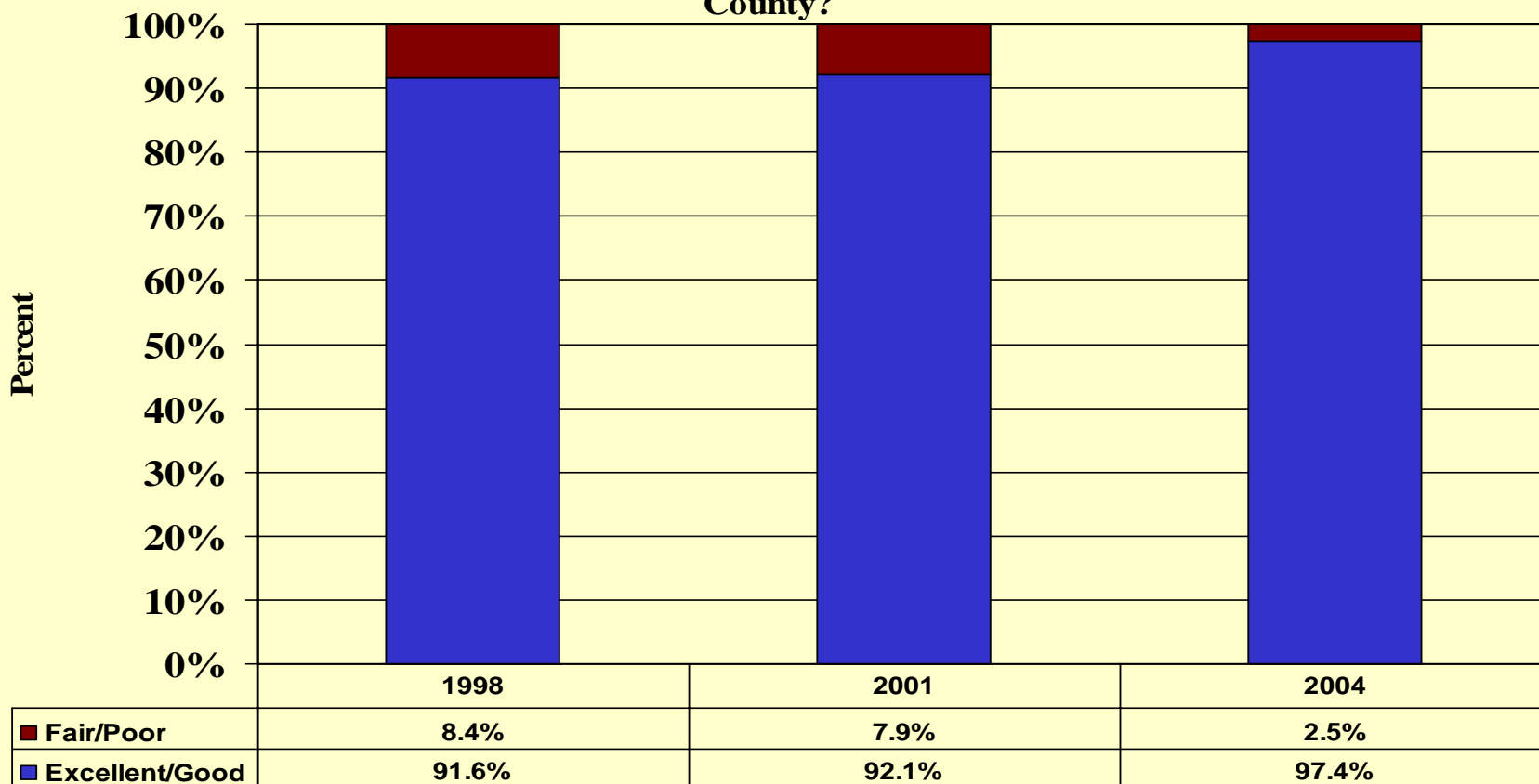




# 2004 Chesterfield County Citizen Survey Results



## 70. How would you rate the location for Fire Departments in Chesterfield County?

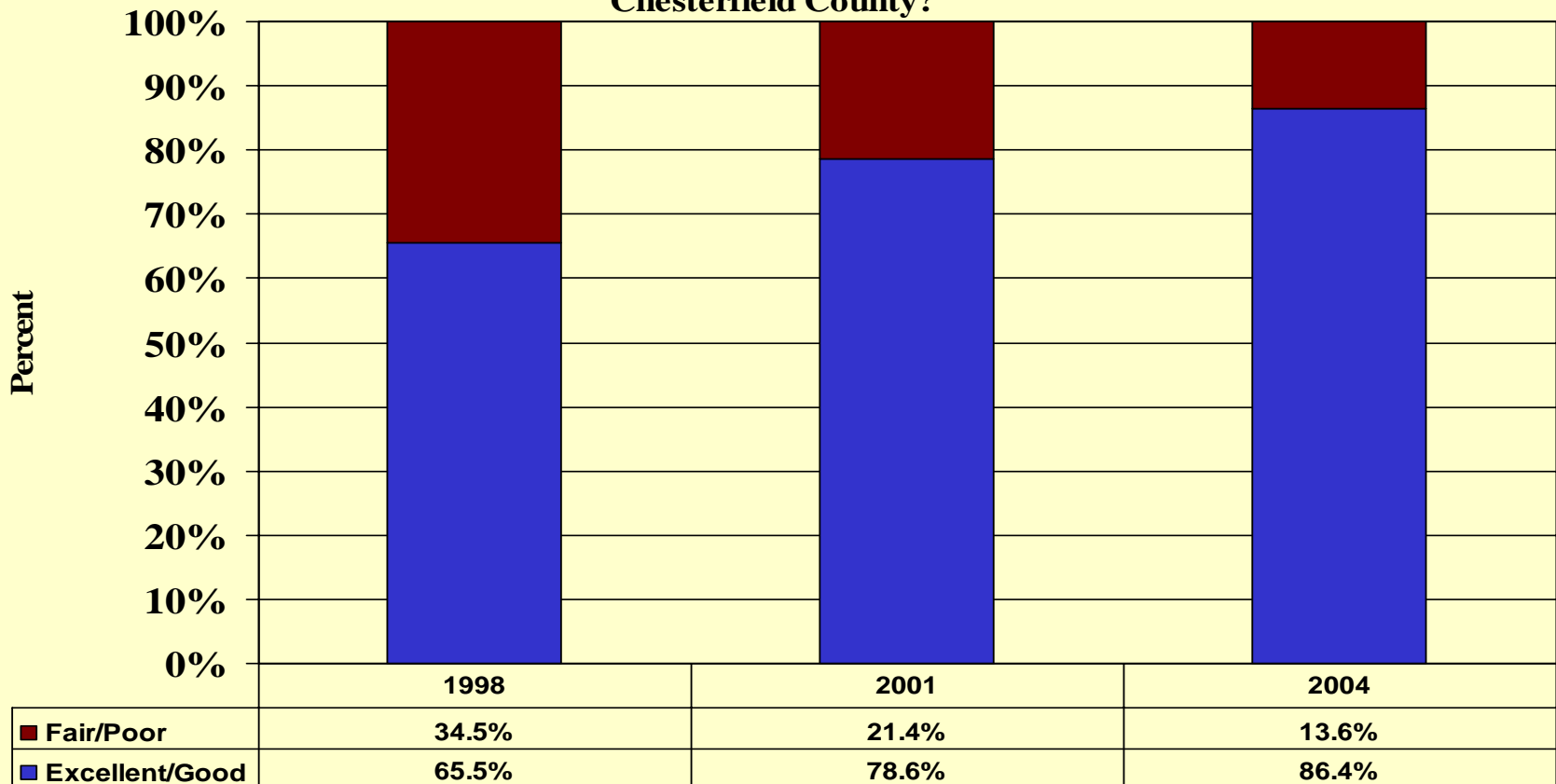




# 2004 Chesterfield County Citizen Survey Results



**71. How would you rate the location for community policing offices in Chesterfield County?**

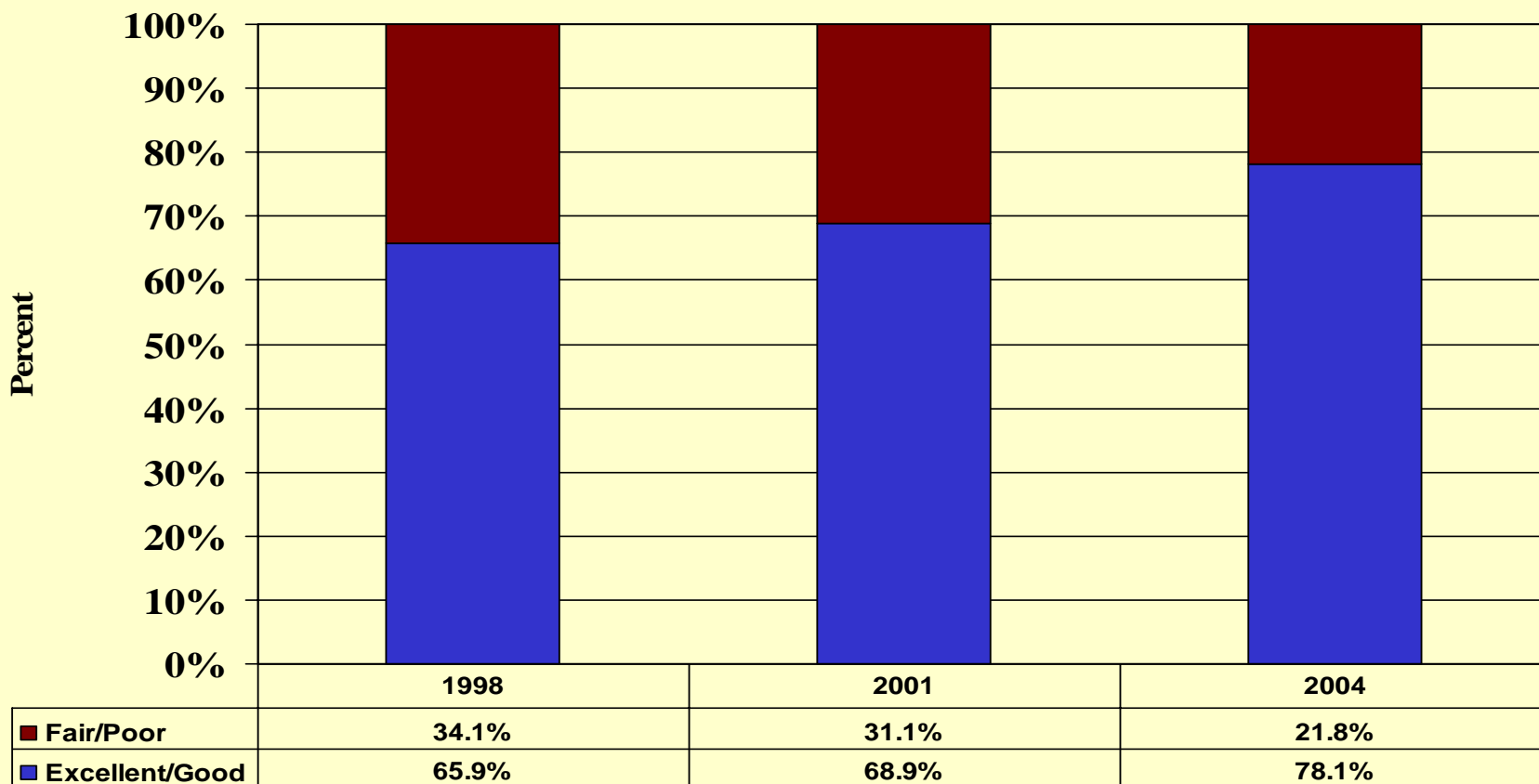




# 2004 Chesterfield County Citizen Survey Results



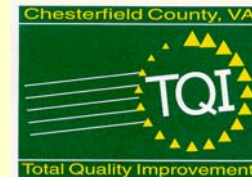
**72. How would you rate the location for courts in Chesterfield County?**



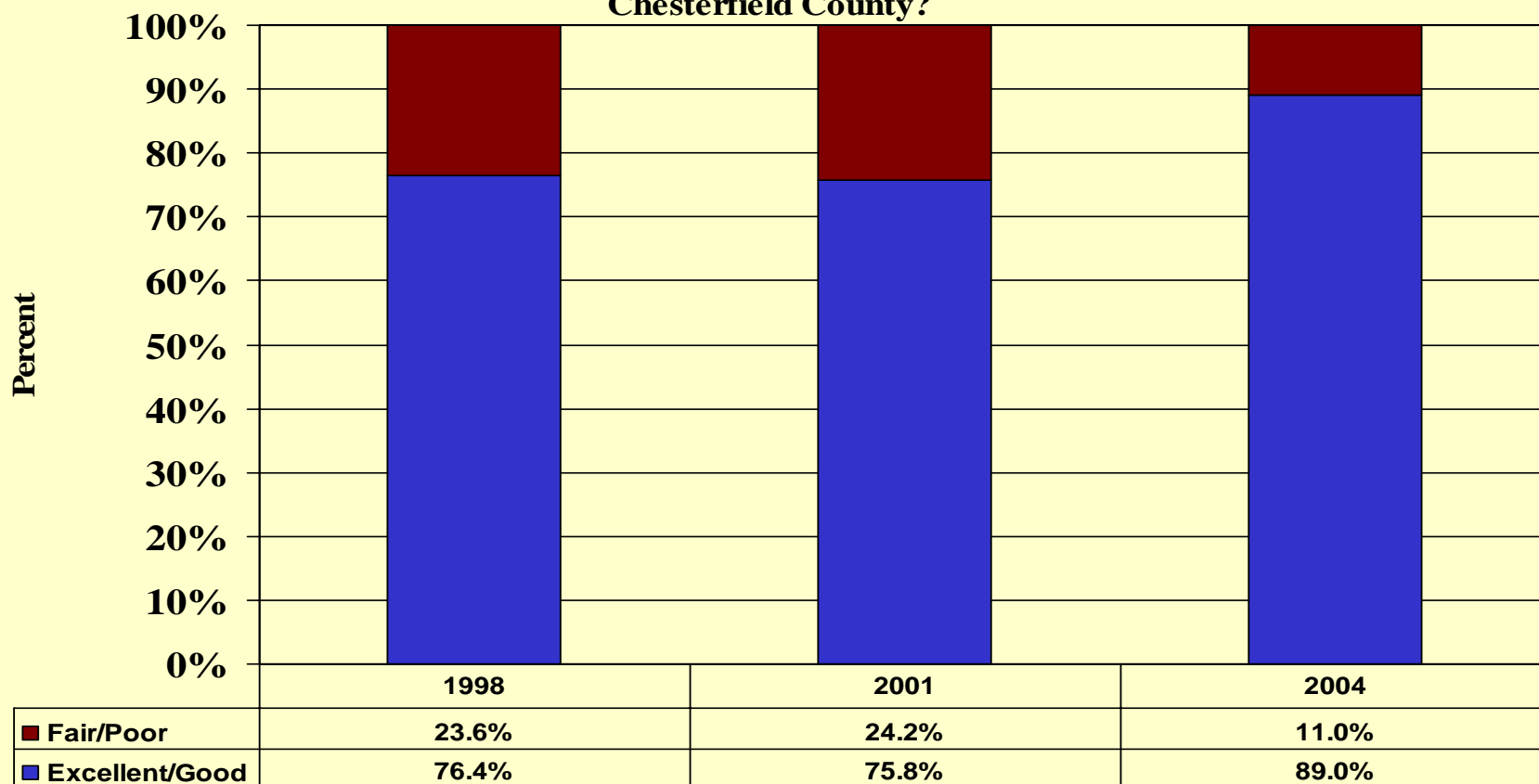




# 2004 Chesterfield County Citizen Survey Results

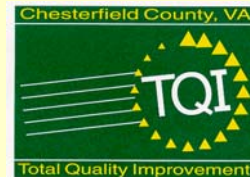


**73. How would you rate the location for parks and recreational facilities in Chesterfield County?**

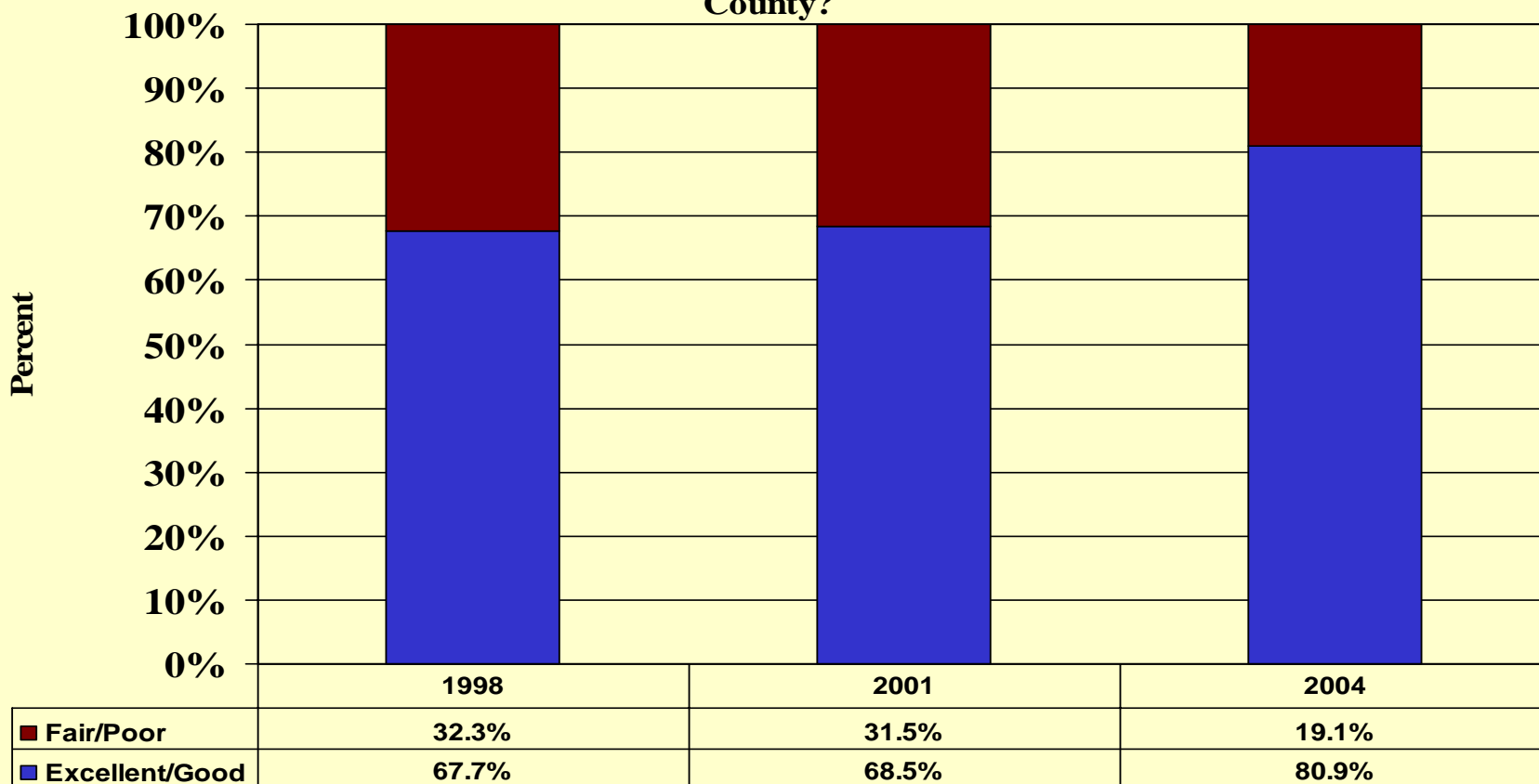




# 2004 Chesterfield County Citizen Survey Results



**74. How would you rate the location of the government complex in Chesterfield County?**

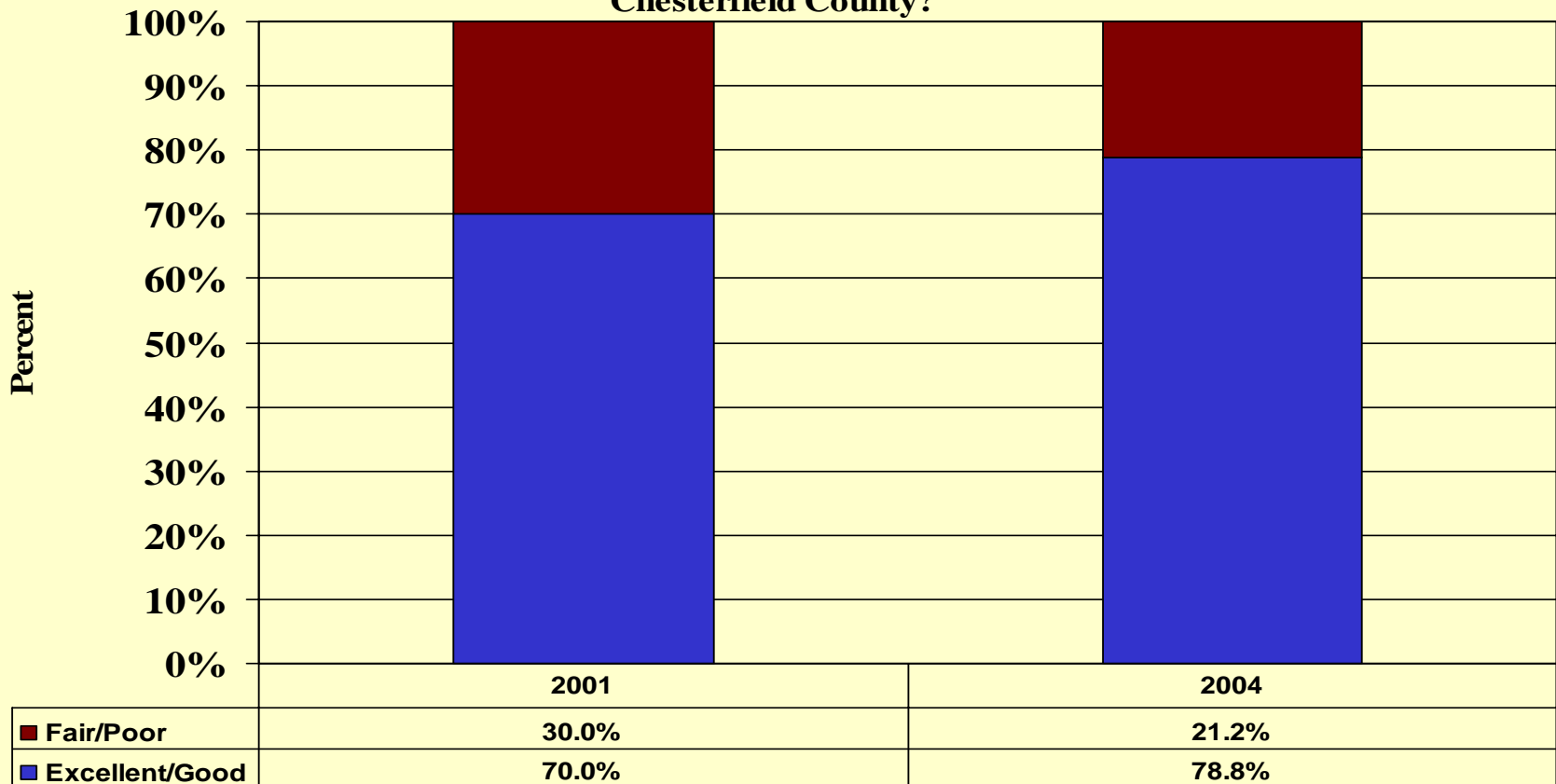




# 2004 Chesterfield County Citizen Survey Results

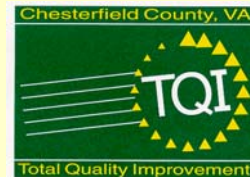


**75. How would you rate the location for health department services in Chesterfield County?**

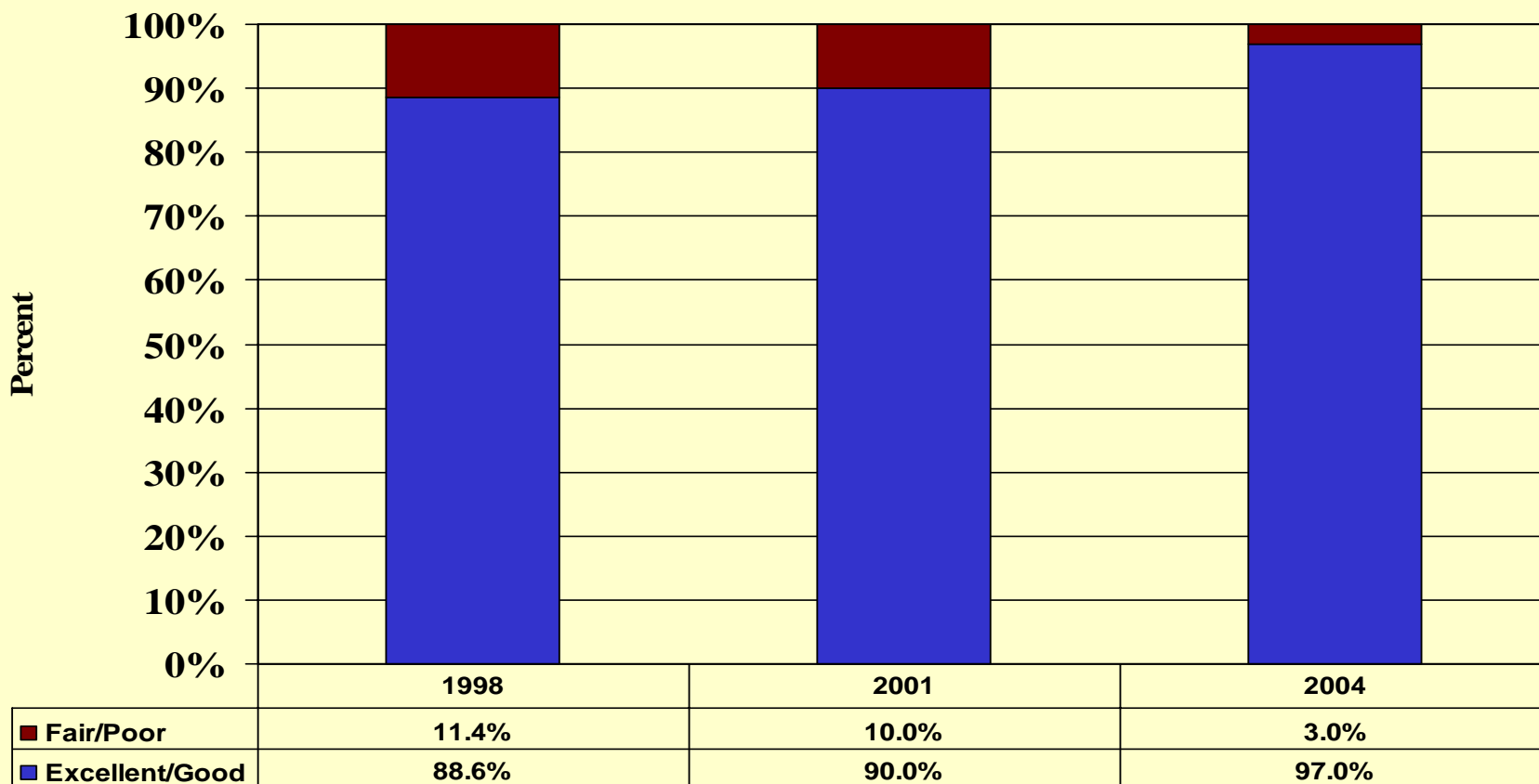




# 2004 Chesterfield County Citizen Survey Results



**76. How would you rate the maintenance of libraries in Chesterfield County?**

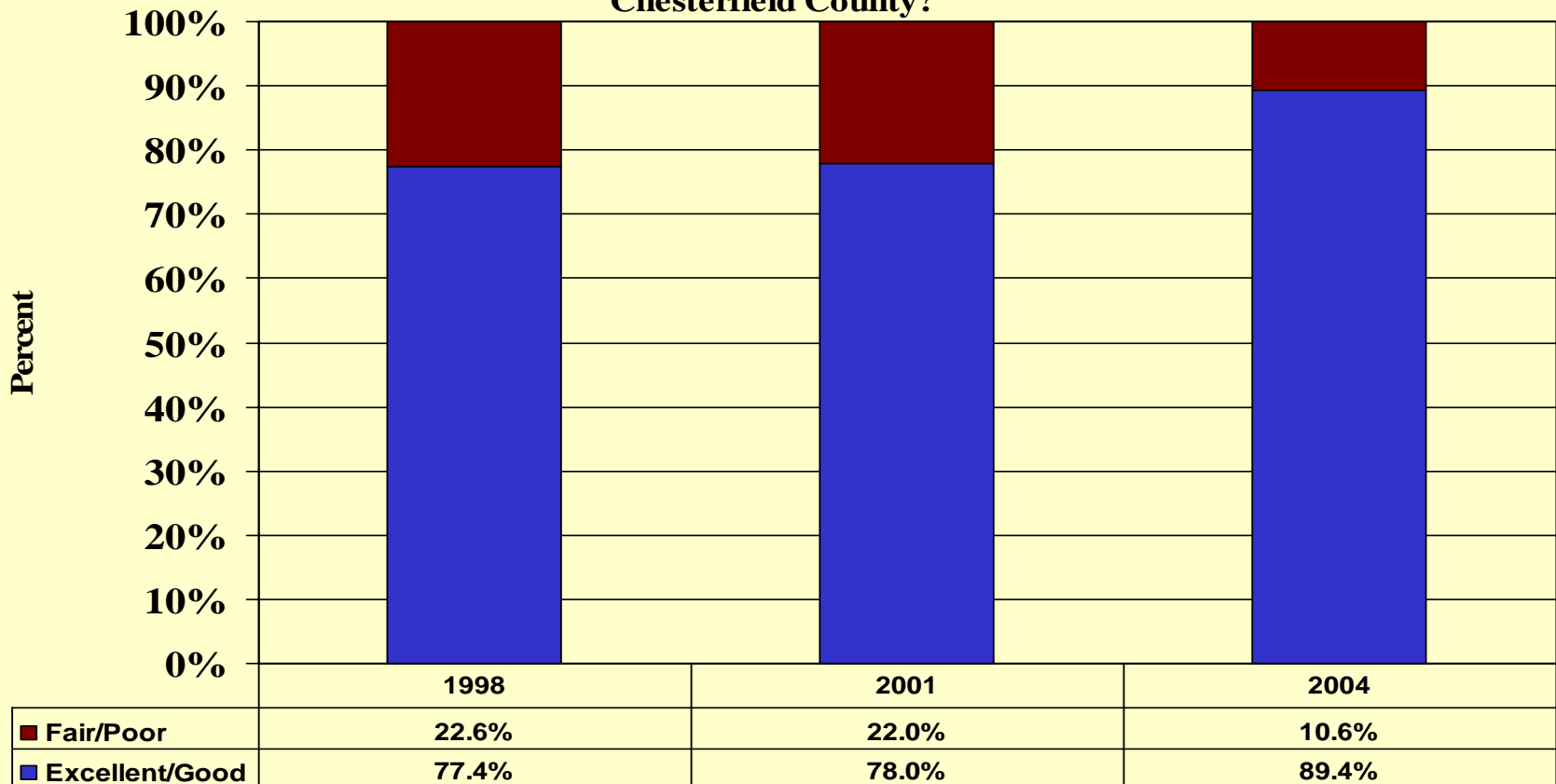




# 2004 Chesterfield County Citizen Survey Results



**77. How would you rate the maintenance of parks and recreational facilities in Chesterfield County?**

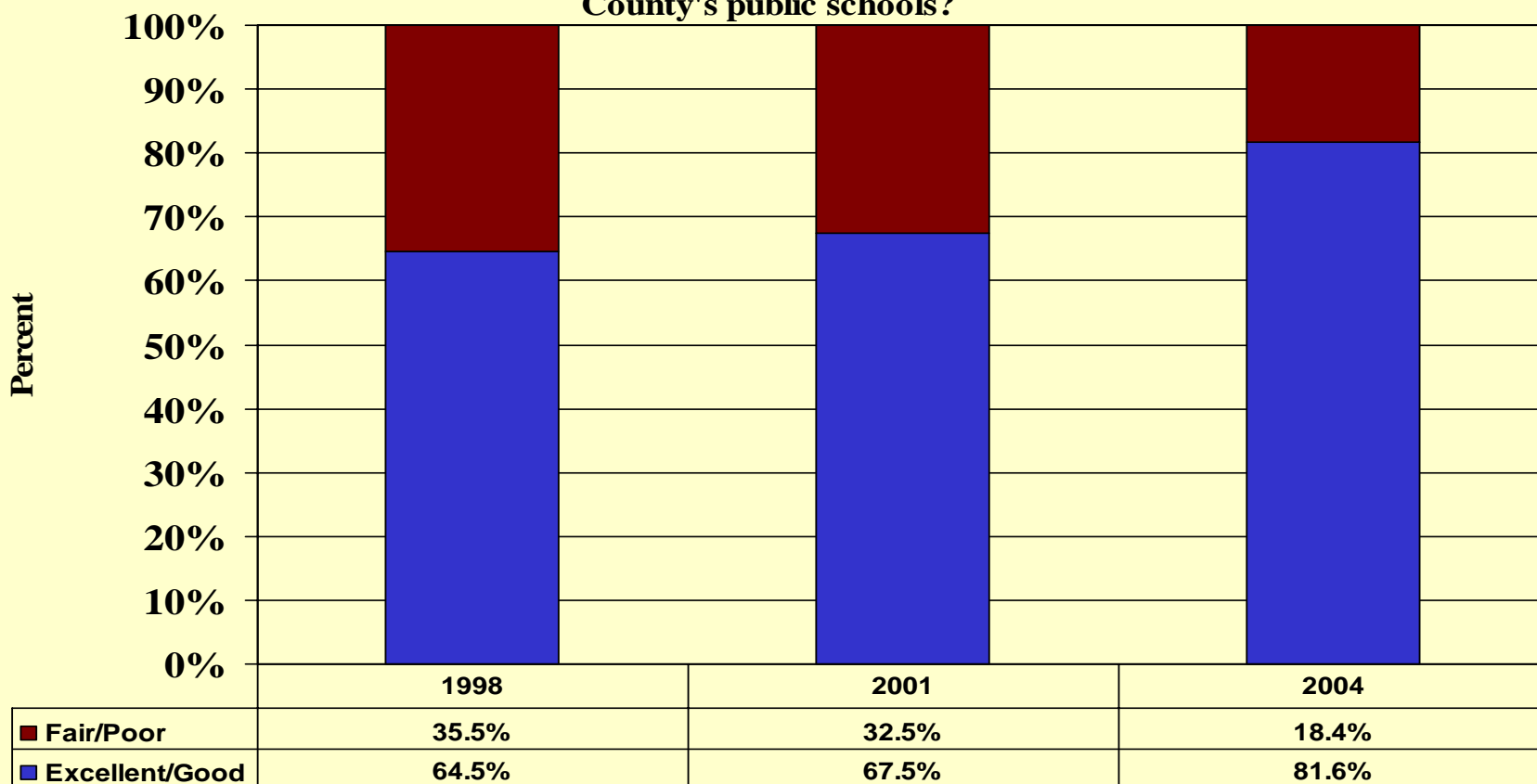




# 2004 Chesterfield County Citizen Survey Results



**78. How would you rate the maintenance of school grounds in Chesterfield County's public schools?**

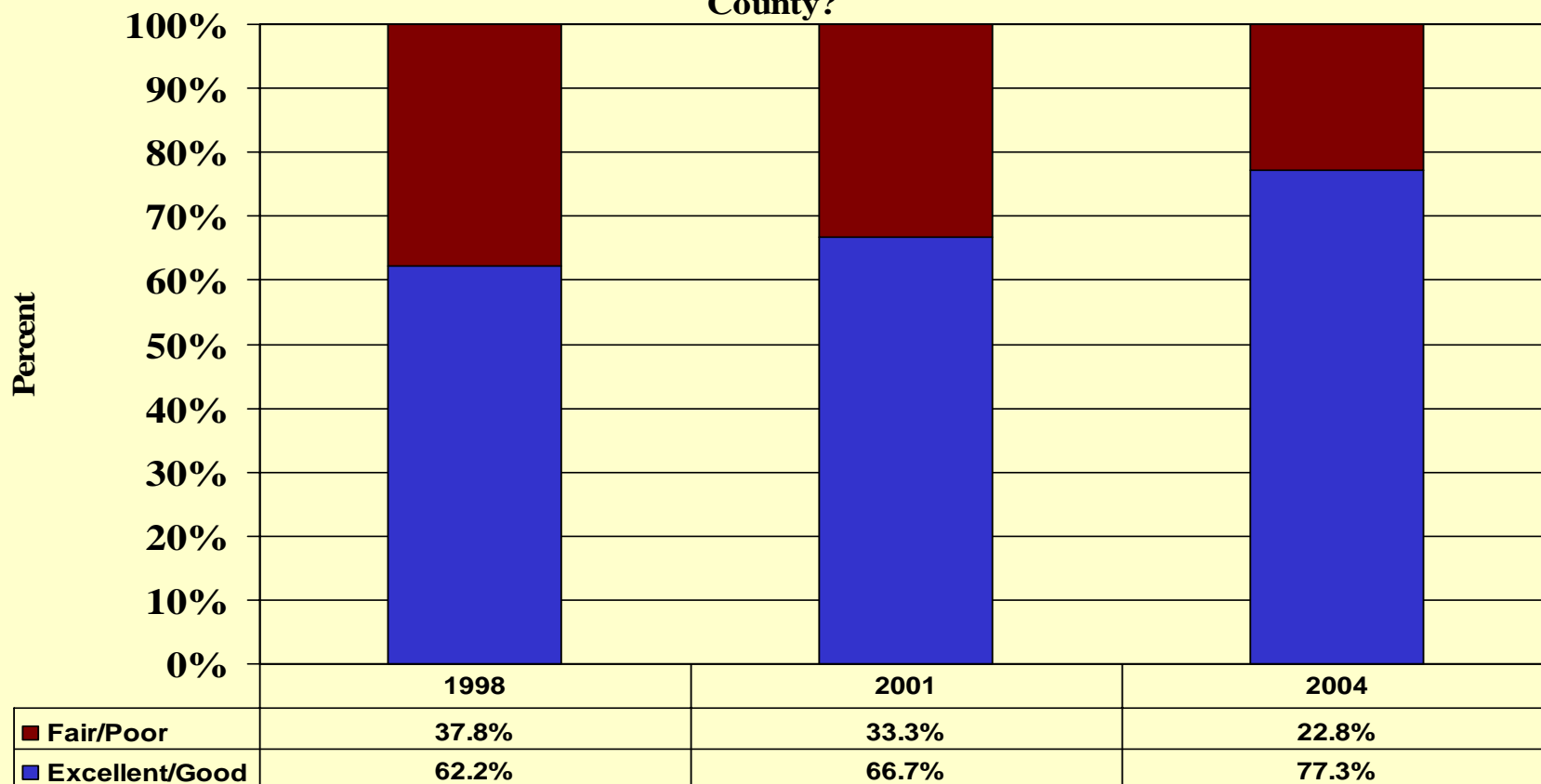




# 2004 Chesterfield County Citizen Survey Results



**79. How would you rate the maintenance of school buildings in Chesterfield County?**

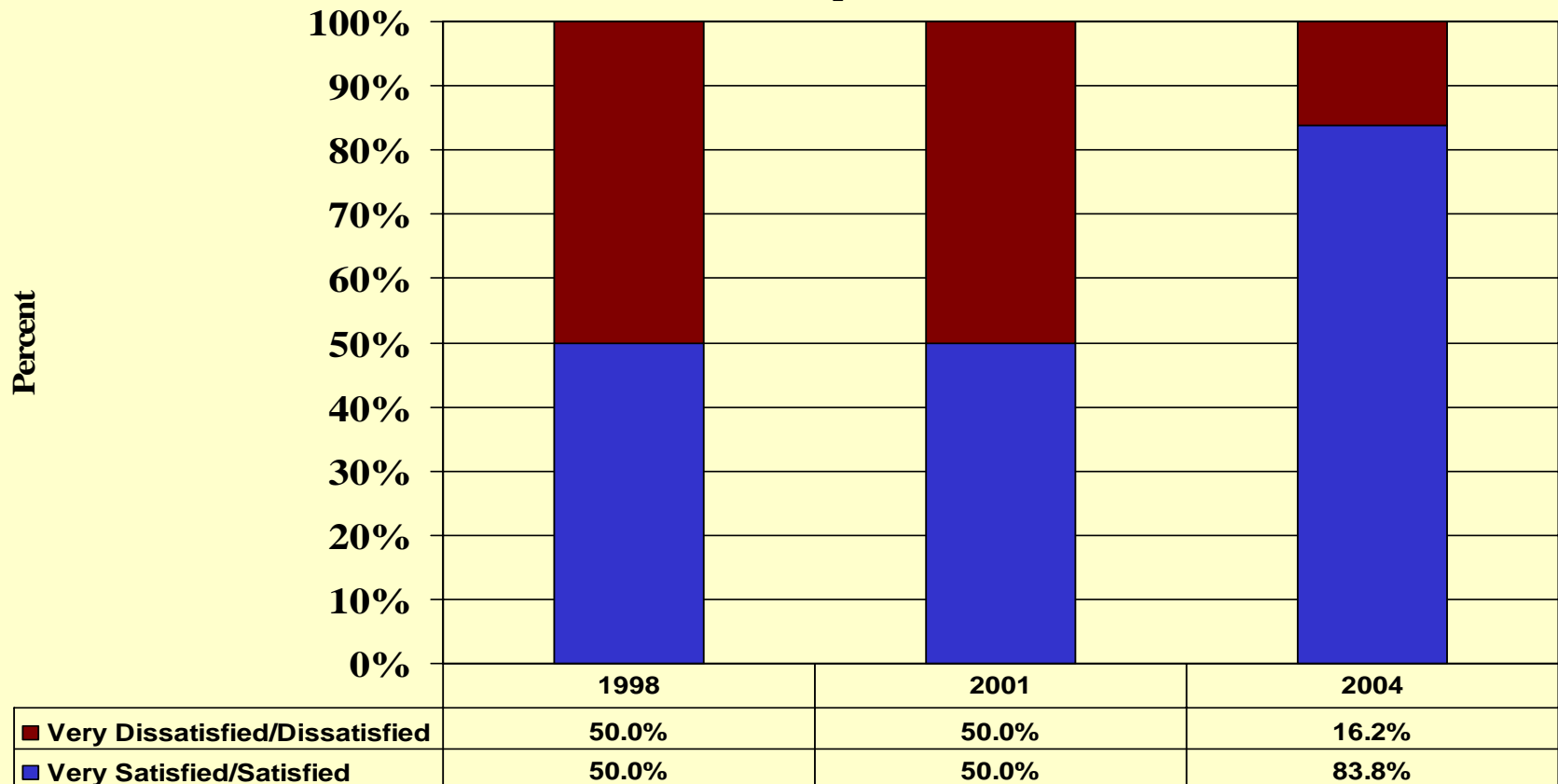




# 2004 Chesterfield County Citizen Survey Results



**80. Taking into consideration the services provided by Chesterfield County, how satisfied would you say you are with the value of services provided relative to taxes paid?**



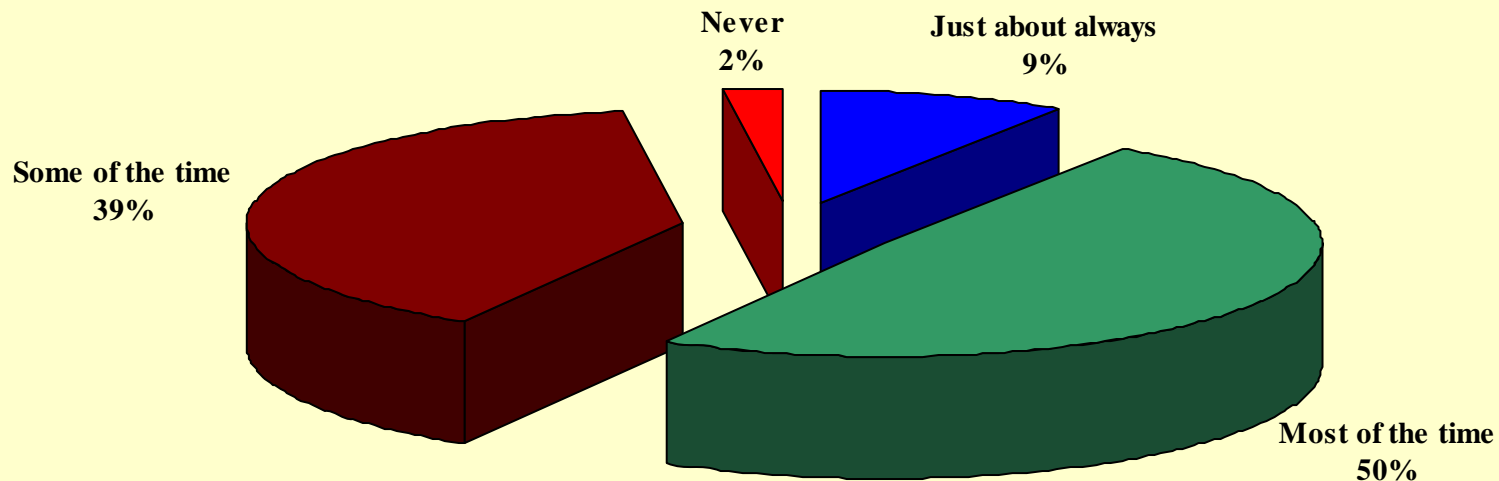




# 2004 Chesterfield County Citizen Survey Results

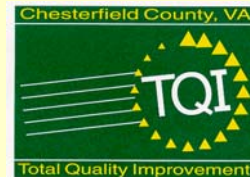


81. How much of the time do you think you can trust the county government to what is right?

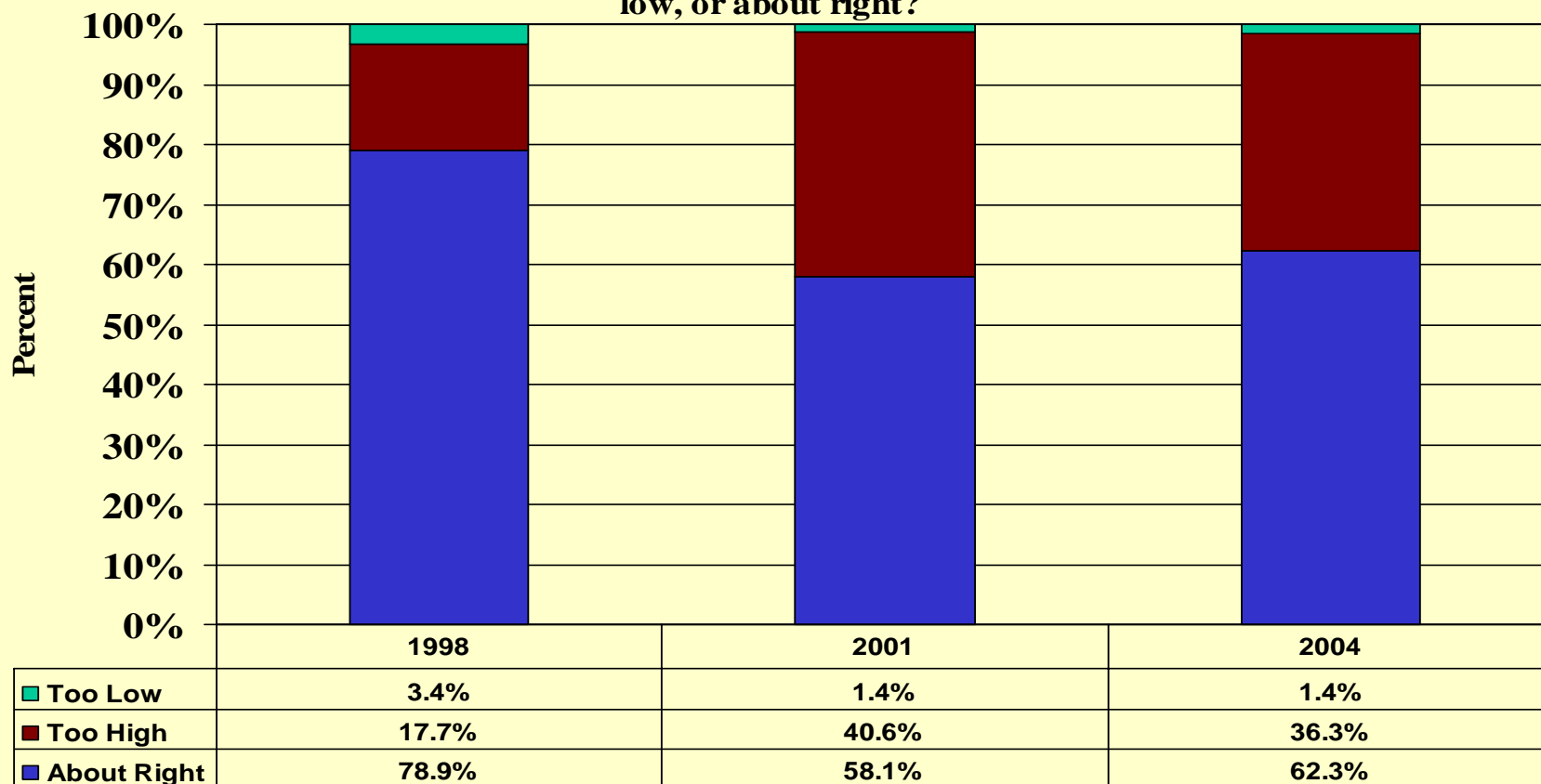




# 2004 Chesterfield County Citizen Survey Results



**82. From your personal standpoint, are Chesterfield County taxes too high, too low, or about right?**





# 2004 Chesterfield County Citizen Survey Results

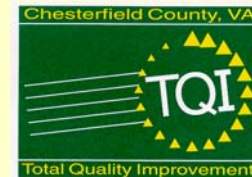


What priority would you assign each of the following construction projects?

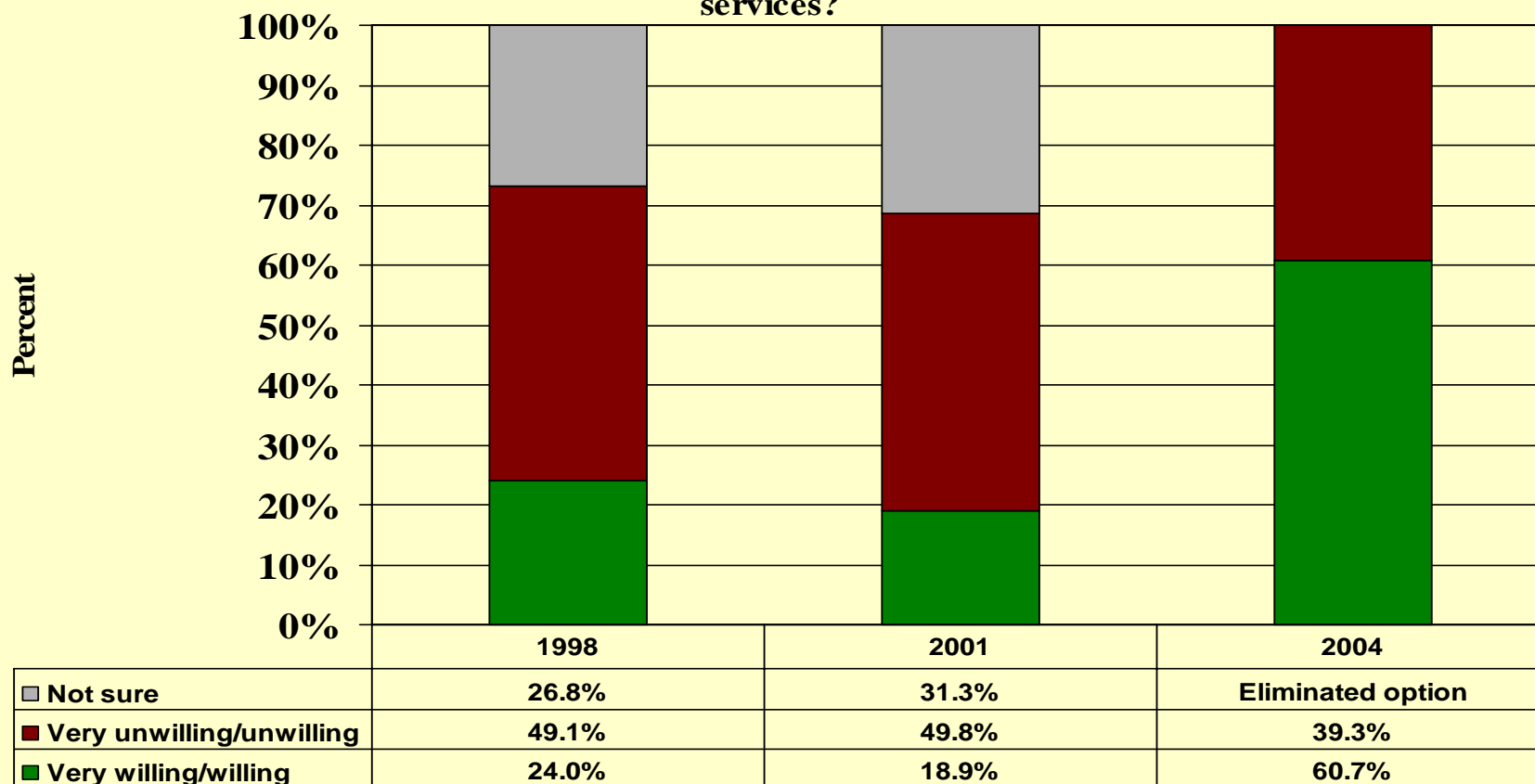
	High Priority	Moderate Priority	Low Priority
83. New schools or renovation of existing schools	78.0%	18.2%	3.8%
84. New or expanded park facilities	17.4%	58.7%	23.9%
85. New or expanded library facilities	23.3%	55.2%	21.4%
86. New Fire Stations	48.3%	43.0%	8.7%
87. New or improved roads at county expense	61.0%	31.8%	7.2%



# 2004 Chesterfield County Citizen Survey Results



**88. How willing would you be to pay more taxes to improve or add county services?**





# 2004 Chesterfield County Citizen Survey Results



How willing would you be to pay...	Very willing\willing	Unwilling\very unwilling
88. ...more taxes to improve or add county services?	60.7%	39.3%
89. ...a meals tax if it was used exclusively for roads and education?	66.6%	33.4%



# 2004 Chesterfield County Citizen Survey Results



90. What do you think are the three BIGGEST CHALLENGES faced by Chesterfield County?

1986	1998	2001	2004
1. Traffic Congestion	Over Development	Traffic Congestion	Schools
2. Over Development	Traffic Congestion	Too Rapid Growth	Too Rapid Growth
3. Schools	Spillover Crime	Spillover Crime	Traffic Congestion
4. Lack of Services	Schools	Schools	Road Construction
5. Over Population	Drugs	Drugs	Economic Development



# 2004 Chesterfield County Citizen Survey Results



91. What are the three things you like BEST about living in Chesterfield County?

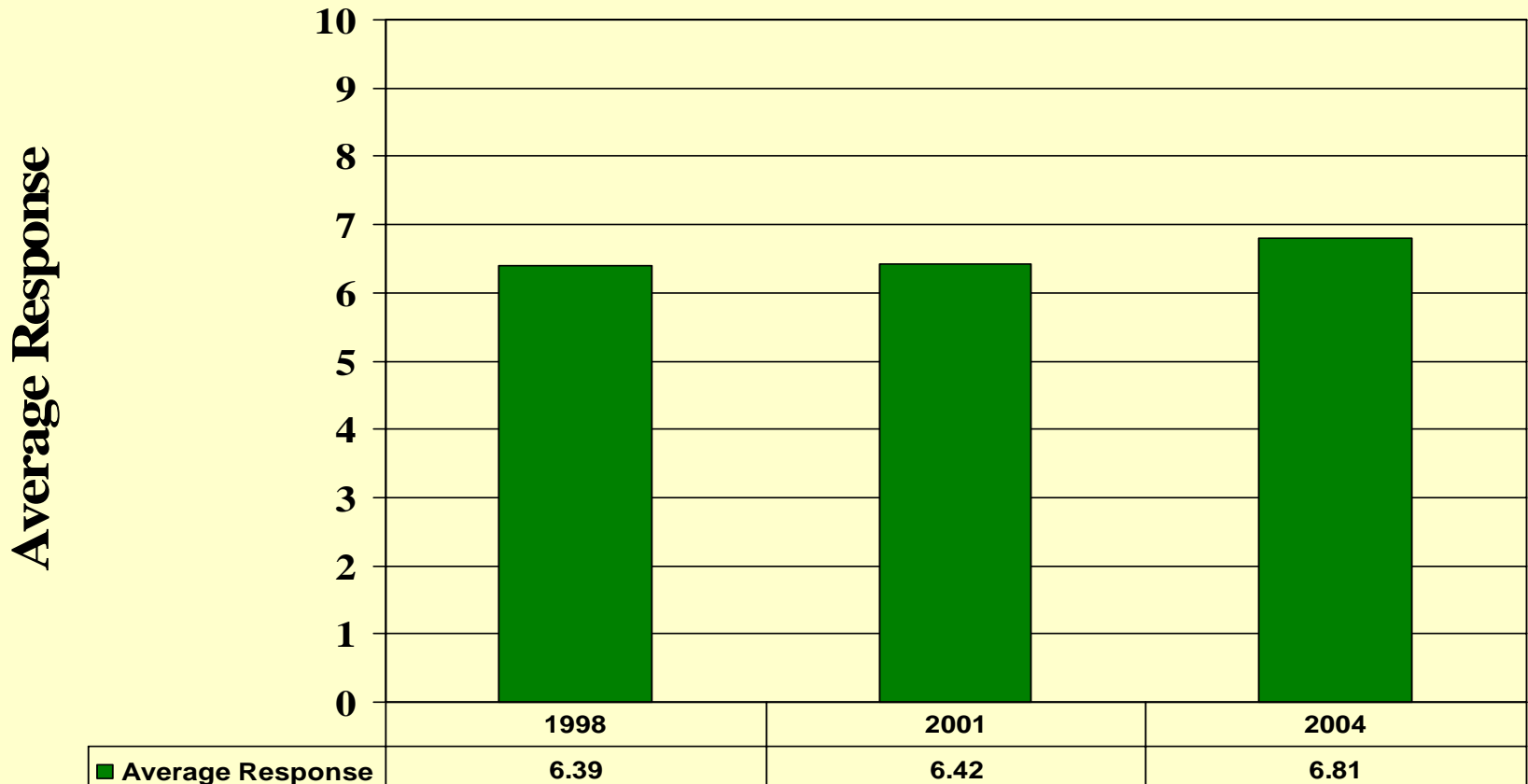
1986	1998	2001	2004
1. Good Schools	Convenience	Convenience	Convenient Location
2. Country Life	Suburban Life	Good Schools	Good Schools
3. Convenience	Good Schools	Suburban Life	Appearance/Quality of Life
4. Environment	Safety	Safety	Safety
5. Friendly	Affordable Housing	Affordable Housing	Friendly Neighbors



# 2004 Chesterfield County Citizen Survey Results



92. Using a 10-point scale (10 being best), how satisfied are you with the Chesterfield County government?



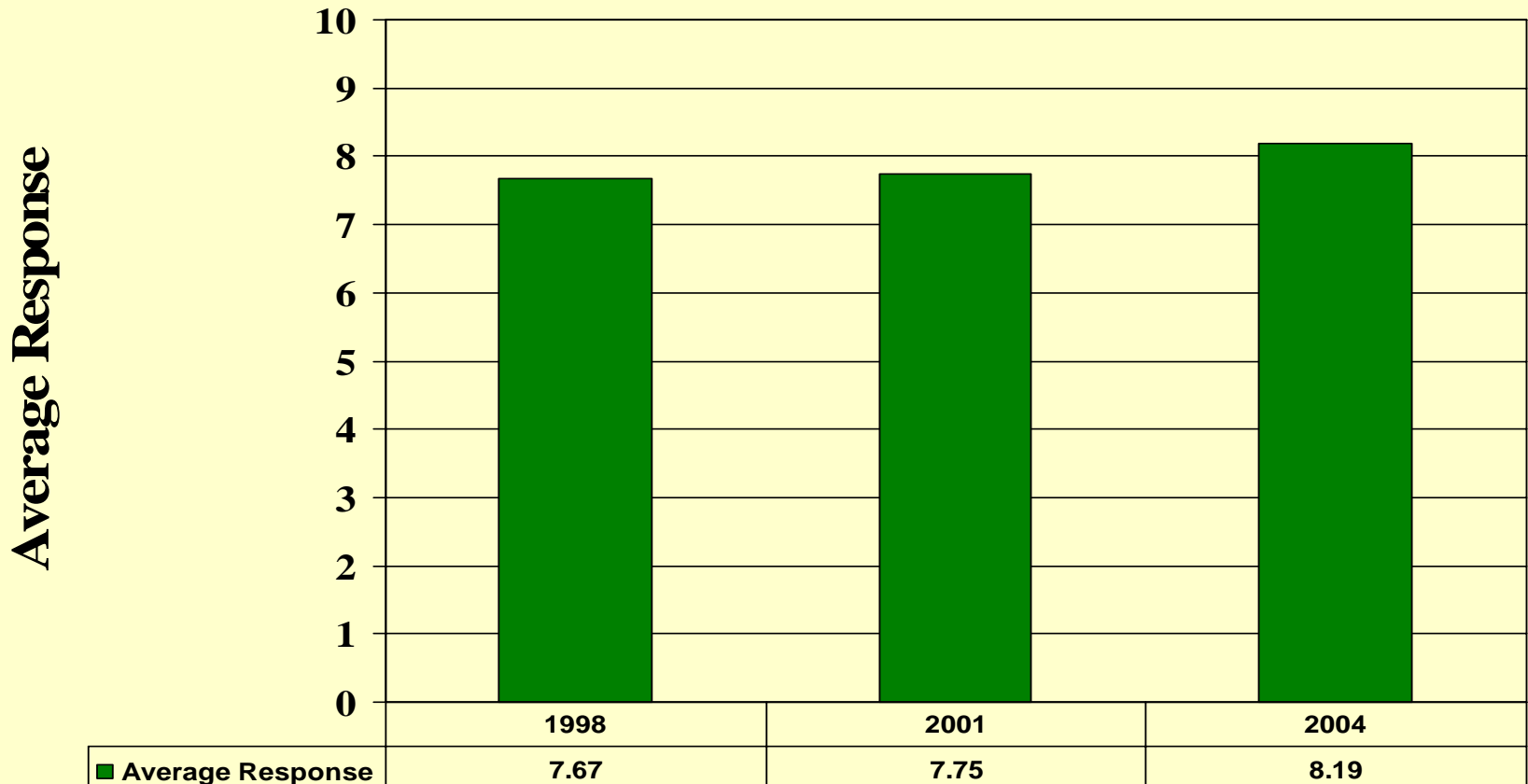




# 2004 Chesterfield County Citizen Survey Results

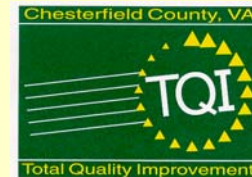


93. Using a 10-point scale (10 being best), overall how much do you like living in Chesterfield County?

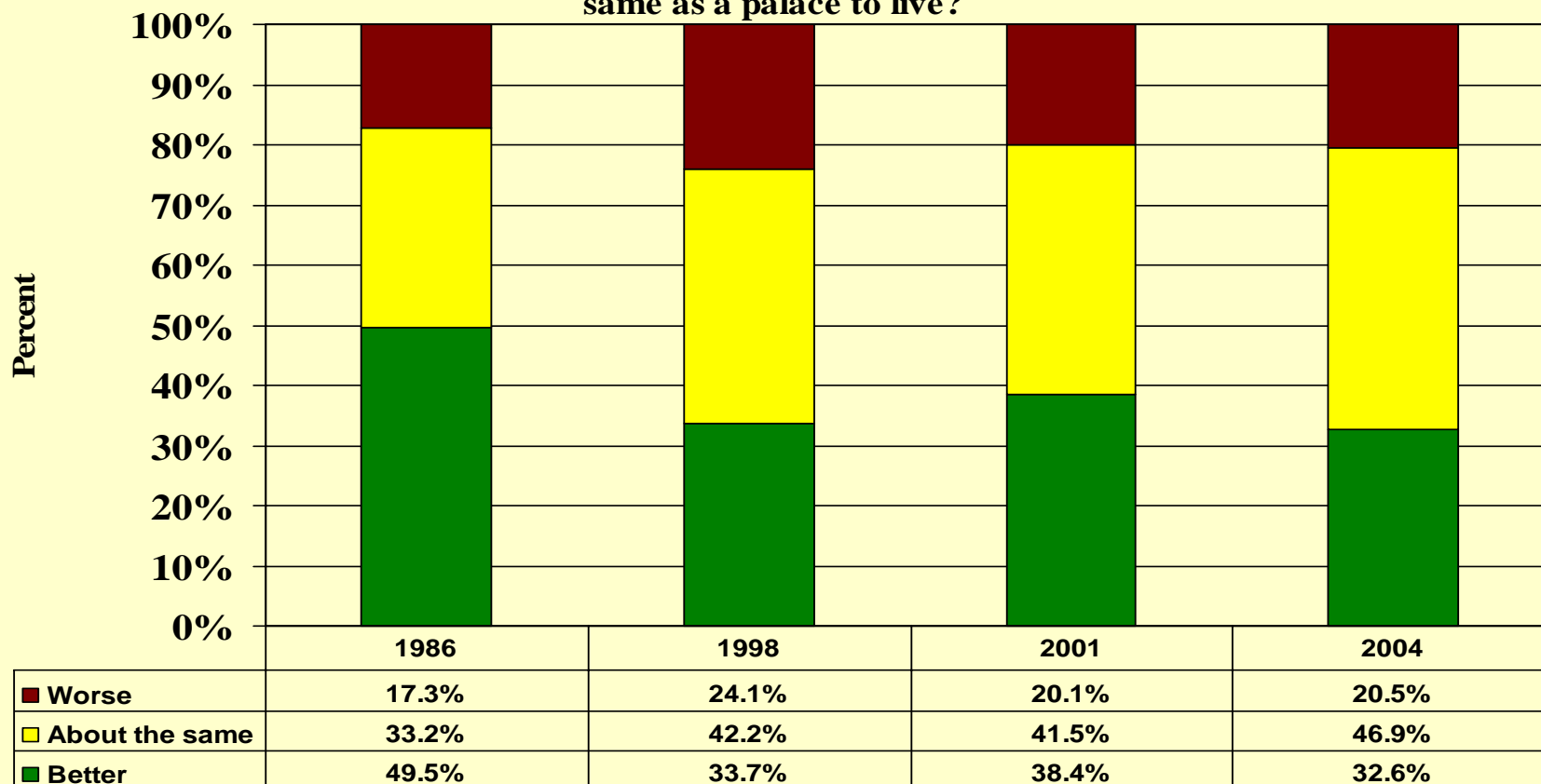




# 2004 Chesterfield County Citizen Survey Results

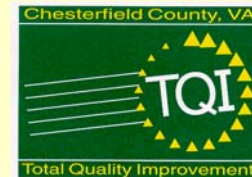


**94. Do you think Chesterfield County is becoming better, worse, or about the same as a place to live?**

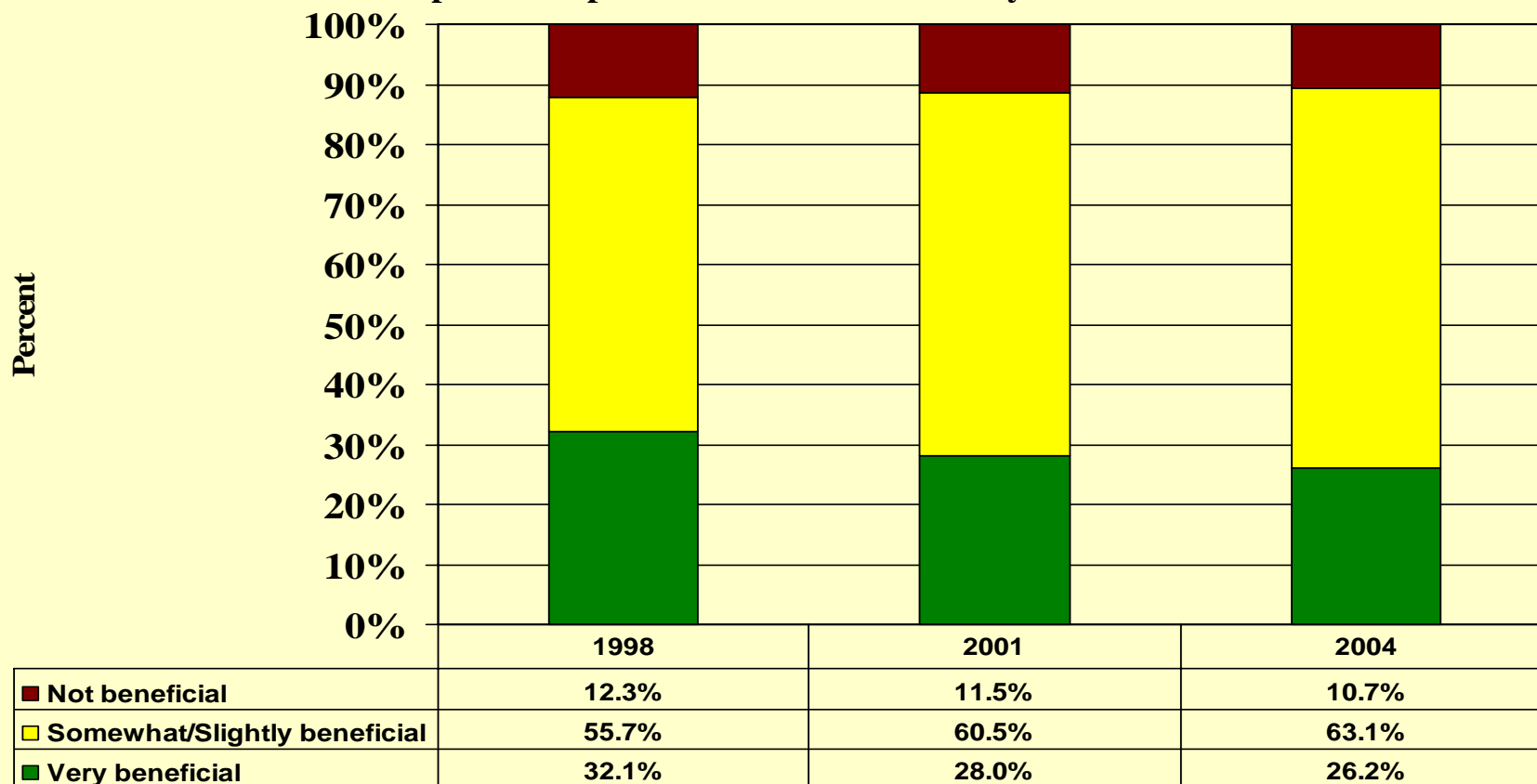




# 2004 Chesterfield County Citizen Survey Results

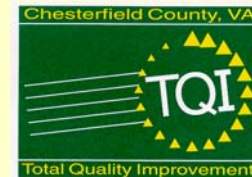


**95. Chesterfield County sometimes joins with other counties or cities on regional projects, such as the convention center. How beneficial do you think these partnerships are to Chesterfield county citizens?**

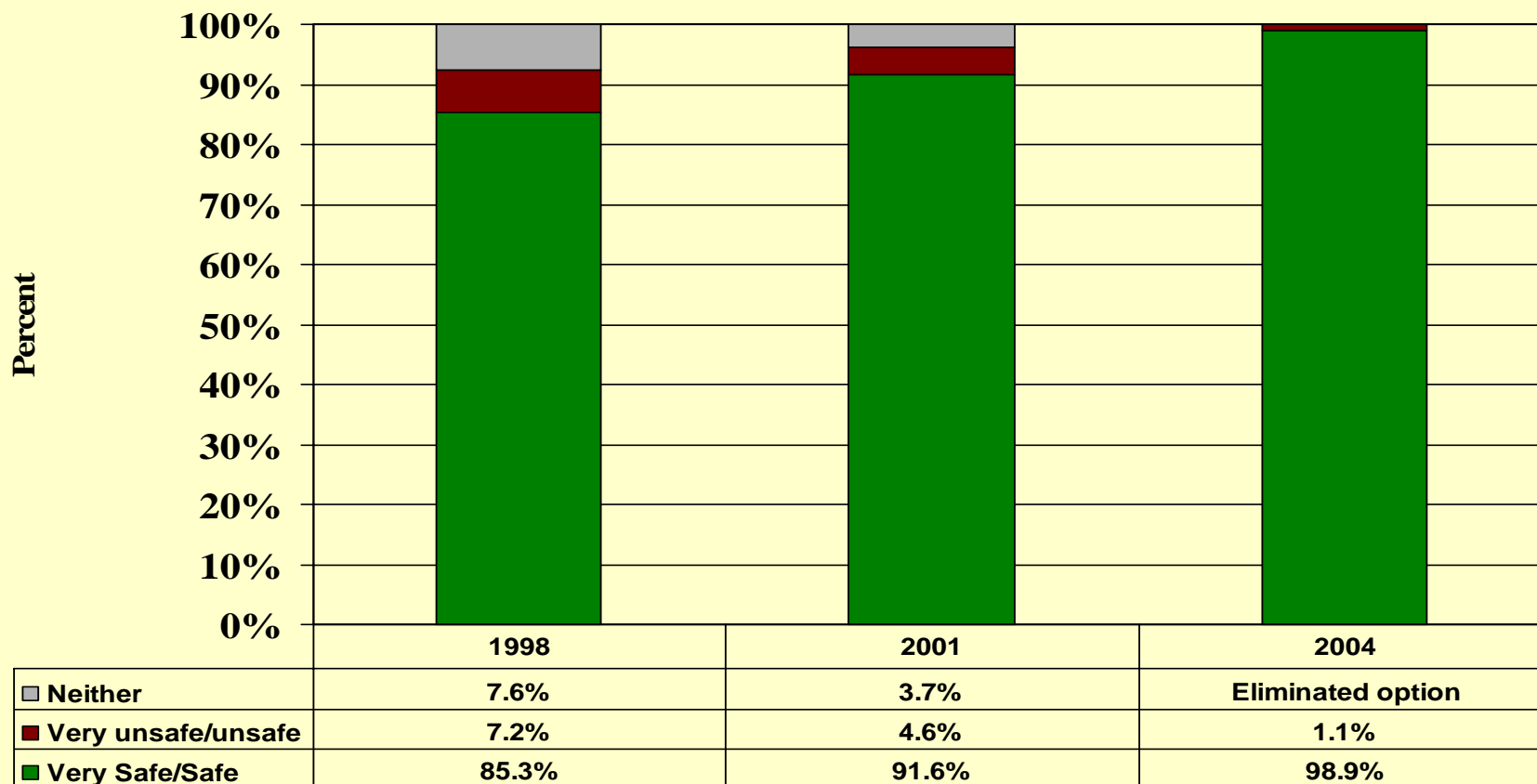




# 2004 Chesterfield County Citizen Survey Results

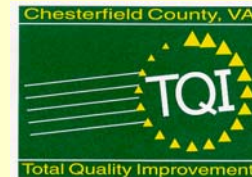


## 96. How safe do you feel in your home?

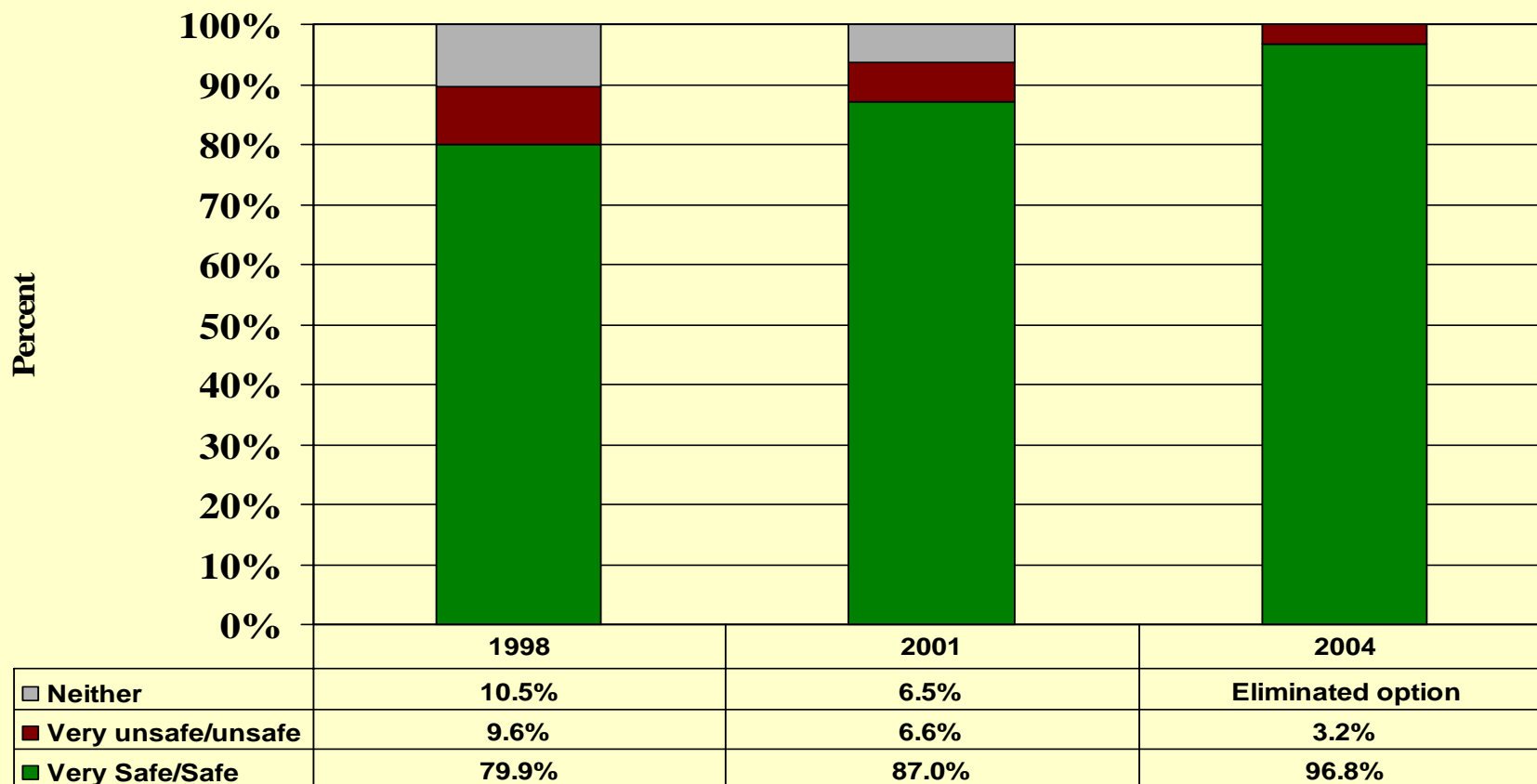




# 2004 Chesterfield County Citizen Survey Results

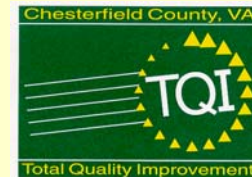


## 97. How safe do you feel in your Neighborhood/Community?

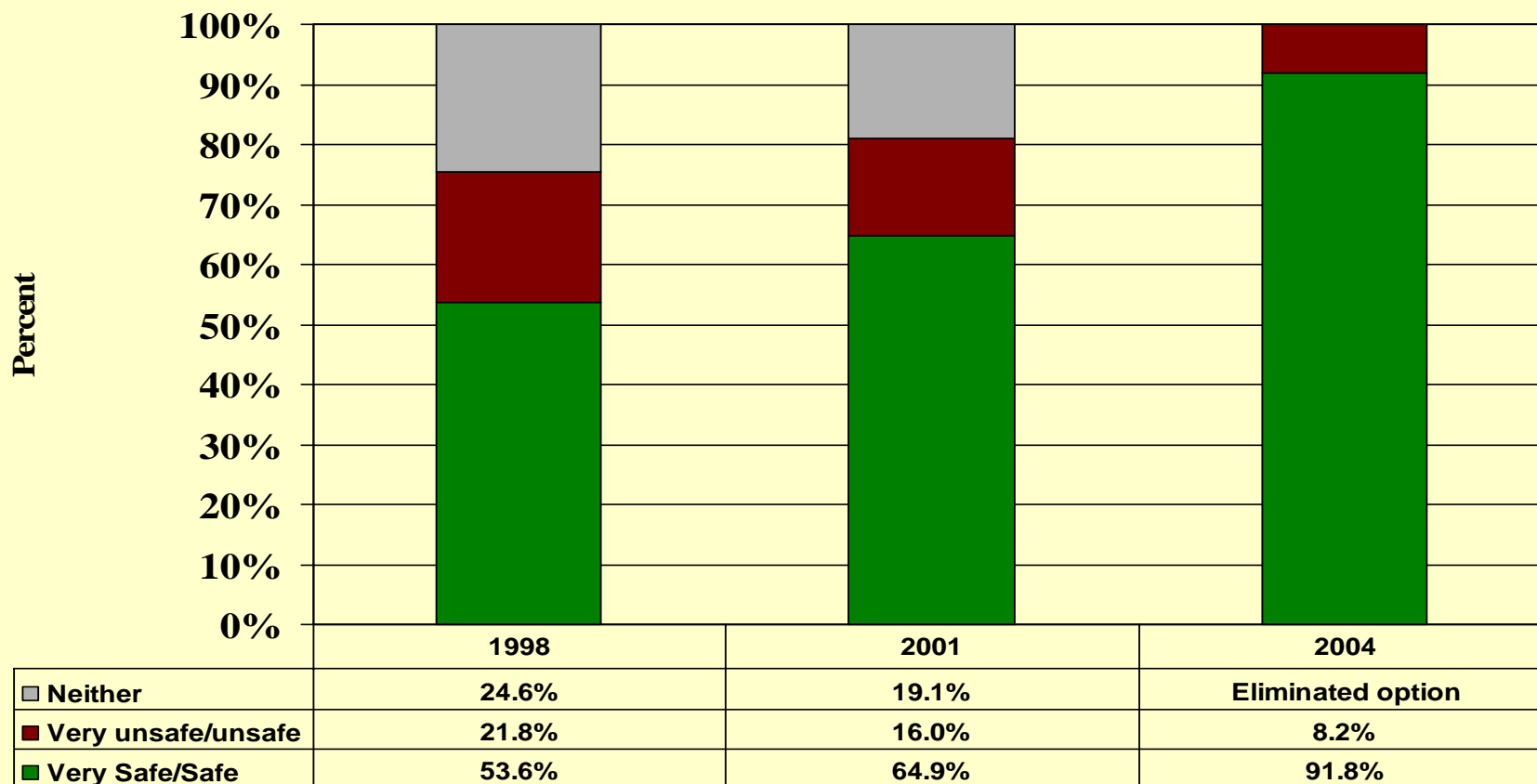




# 2004 Chesterfield County Citizen Survey Results

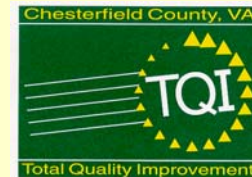


## 98. How safe do you feel in Chesterfield County Parks?

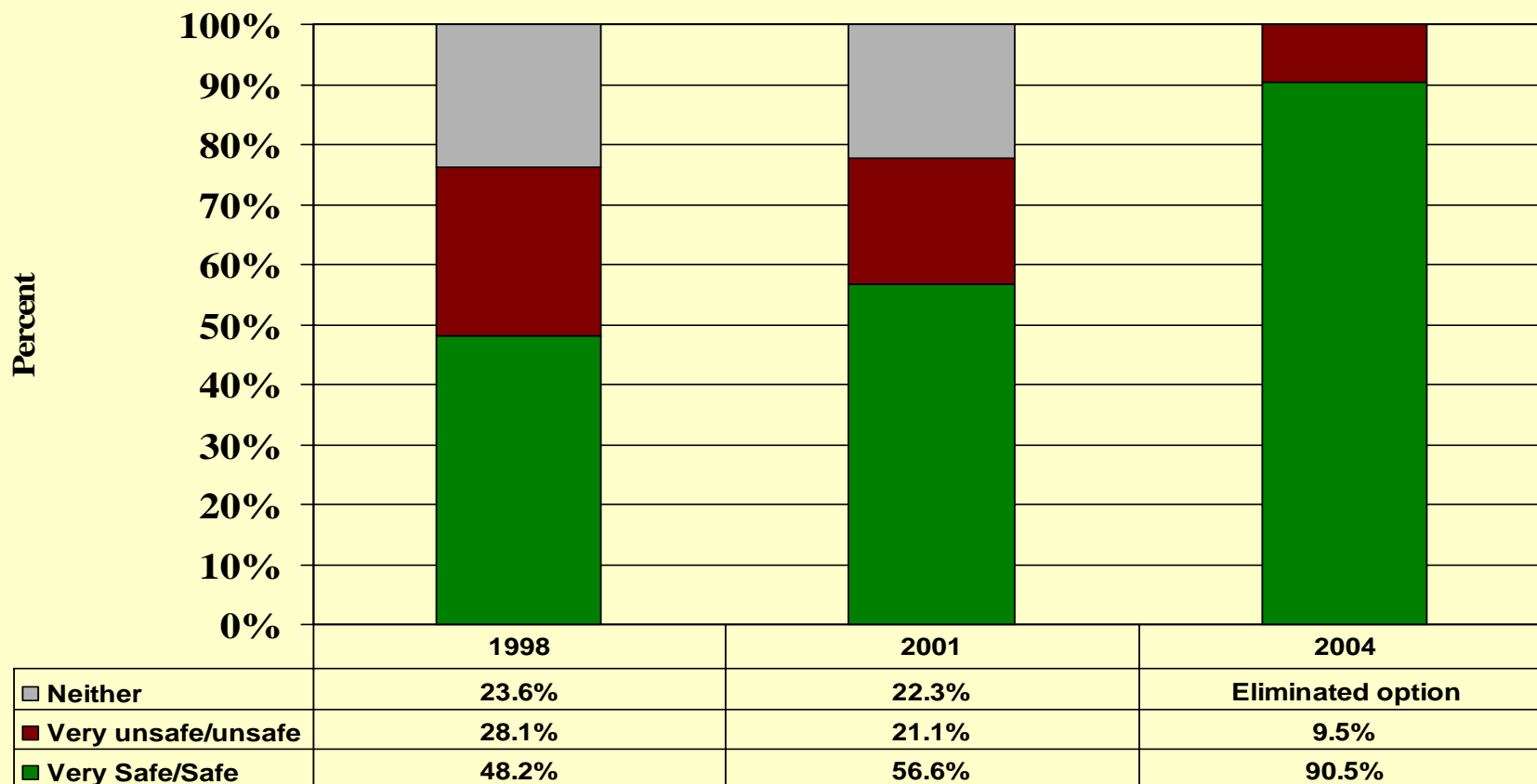




# 2004 Chesterfield County Citizen Survey Results

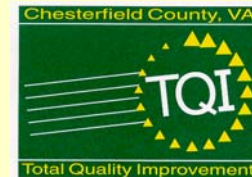


## 99. How safe do you feel in Chesterfield County Shopping areas?

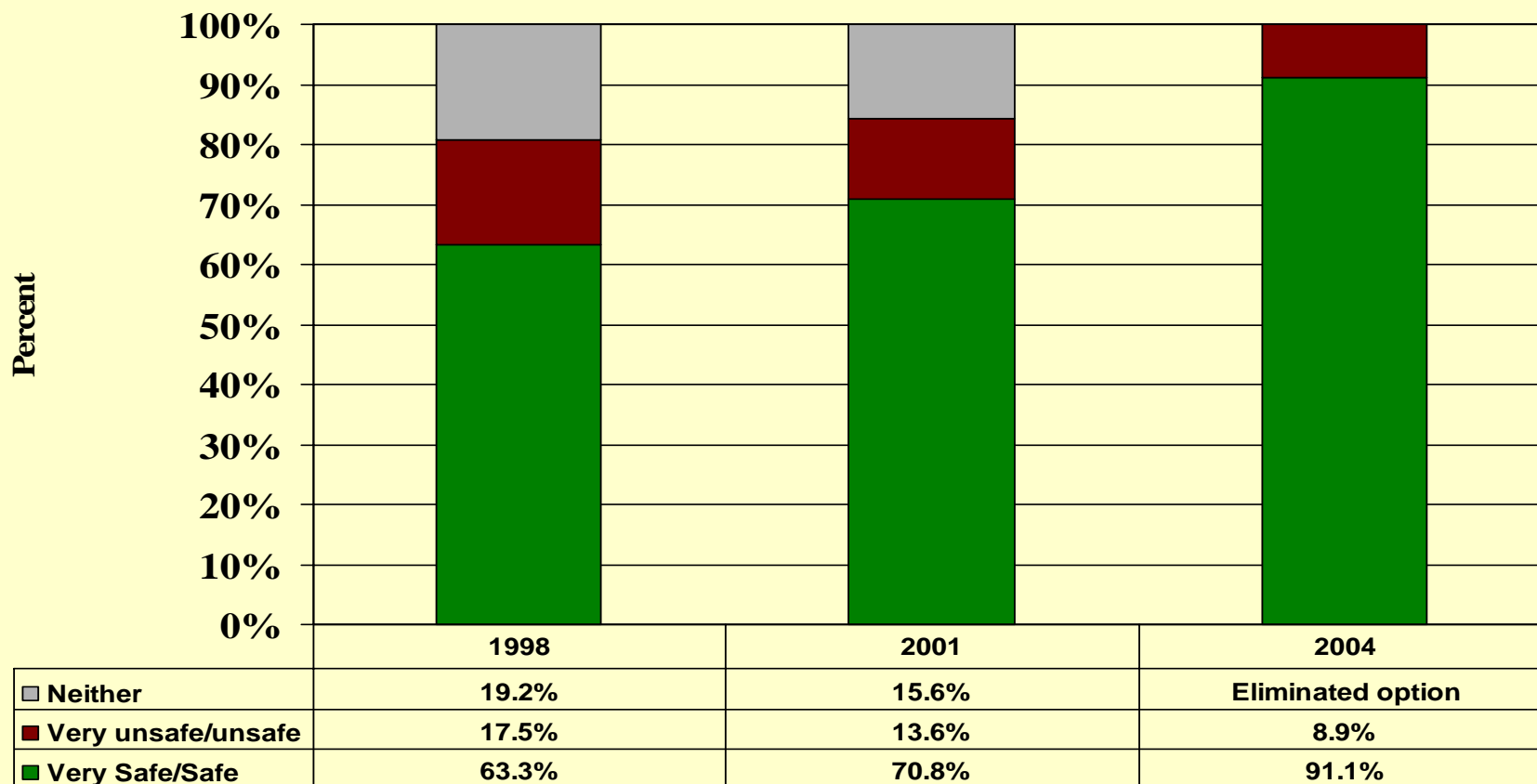




# 2004 Chesterfield County Citizen Survey Results



100. How safe do you feel in your Chesterfield County schools?



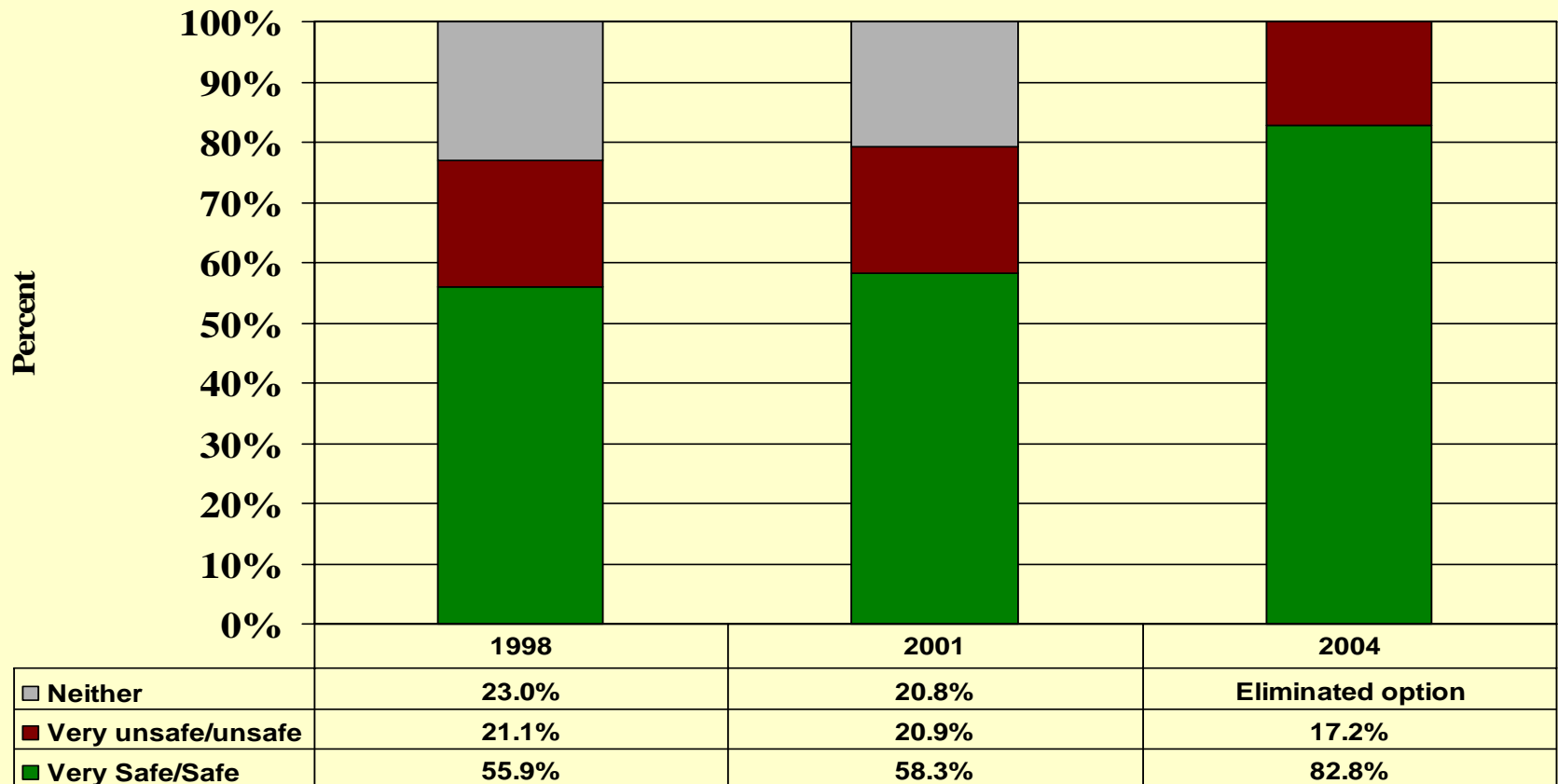




# 2004 Chesterfield County Citizen Survey Results



**101. How safe do you feel on Chesterfield County roads that you travel?**





## 2004 Chesterfield County Citizen Survey Results



102. What experience with Chesterfield County has been one of the most memorable experiences for you and why?